

# **ASSESSING THE INFLUENCE OF PUBLIC PARTICIPATION ON SERVICE DELIVERY IN KENYA COUNTY GOVERNMENTS: A CASE OF LAIKIPIA COUNTY**

**James Ekale.**

Master's Student, Public Administration and Management, Mount Kenya University, Kenya.

**Dr. Ruthwinnie Munene.**

Lecturer, Mount Kenya University, Kenya.

©2024

**International Academic Journal of Innovation, Leadership and Entrepreneurship (IAJILE) | ISSN 2518-2382**

**Received:** 19<sup>th</sup> June 2024

**Published:** 26<sup>th</sup> June 2024

Full Length Research

**Available Online at:** [https://iajournals.org/articles/iajile\\_v2\\_i4\\_151\\_166.pdf](https://iajournals.org/articles/iajile_v2_i4_151_166.pdf)

**Citation:** Ekale, J., Munene, R. W. (2024). Assessing the influence of public participation on service delivery in Kenya County Governments: A Case of Laikipia County. *International Academic Journal of Innovation, Leadership and Entrepreneurship*, 2(4), 151-166

## **ABSTRACT**

Following the general elections in March 2013, Kenya implemented devolution. The major goal was to restore local communities' ability to engage in the administration of their own affairs while also making government services accessible to the populace locally. The duty to ensure that citizens participate in local affairs has been delegated to county governments. As it improves transparency, accountability, and responsiveness to local community demands, public involvement is a crucial instrument in the successful, efficient, and economical delivery of services to residents. The purpose of this research was to evaluate the relationship between public participation and service delivery in Kenya's Laikipia County. The study's goals were to find the influence of information accessibility on service delivery in Laikipia County. The stakeholder's theory and public choice theory based the study's foundation. The study used descriptive research approach with a population of 570491 Laikipia County inhabitants based on the estimated population from the 2019 National Census. The sample size was 400 respondents. In order to gather

primary data, questionnaires were employed. Pilot test was carried out in Nakuru East Sub-County in Nakuru County to 40 respondents to test validity and reliability. The information gathered from the surveys was sorted, revised, and coded for analysis. Both quantitative and qualitative analytic techniques were used in the data analysis. The data was examined with the aid of the spreadsheet programmes SPSS and Excel, and both descriptive statistics (distribution tables, percentages) and inferential statistics (regression multiple models and regression) were applied. Based on the findings the study concluded that there was a moderate positive and statistically significant correlation between information accessibility and service delivery ( $r = 0.523$ ;  $p < 0.05$ ). These results implied that information accessibility had a positive influence on service delivery in form of allocation efficiency, accessibility of services, accountability, equity and quality of services in Laikipia county, Kenya. This study recommended that information accessibility should be enhanced to improve on service delivery.

## **INTRODUCTION**

### **Background to the Study**

The value of public engagement may take many different forms, such as educating the populace on the functions and responsibilities of the government, the services they ought to provide, and the methods for holding them responsible. Because it makes sure that the demands and interests of the population are taken into account, it also enhances decision-making and service delivery. Additionally, it supports fairness and

inclusion in the distribution of public resources and the provision of services (Ministry of Devolution, 2016).

The link between involvement and service delivery is discussed in a variety of academic works. Azfar, et al. (2015) and Robinson (2017), among others, argue that participation improves service delivery because it affects key metrics like allocation efficiency, equity, and accountability and because it creates a channel for the government and its citizens to share information increased public awareness on the actions of government. However, some scholars also argue that there is no sufficient data on the relationship between participation and service delivery (Robinson, 2017).

### **Global perspective conflict resolution**

Public involvement in governmental decisions is becoming a common practice in democracies like Canada. In Canada, public engagement started to become an element of public policy in the 1960s and 1970s. As a result, decisions made by the government without consulting the public are now the exception rather than the rule. In Canada, there are many instances of public involvement. For instance, in order to encourage Canadians outside of government to participate to the formation of Canadian foreign policy, the Canadian Centre for Foreign Policy formation was founded in 1996. Canada participated extraordinarily in the Geneva and Ottawa conferences that tried to achieve a worldwide ban on land mines in 1996 and 1997. In support of policies and initiatives aiming at changing the dynamic between the government and civil society, the Programme to Eradicate Poverty was used as a fundamental tool at the later conference (Aminuzzaman, 2018).

### **Regional perspective Conflict Resolution**

Although public involvement in decision-making is rising across Africa, there is a critical need to foster women and youth's access to these processes. The public's involvement in the process of reporting on the condition of the environment in nations like Lesotho, Malawi, South Africa, and Zimbabwe serves as an example of how all stakeholders may be included in decision-making. Another illustration of the tendency towards public engagement is the African Charter for Popular engagement in Development and Transformation (Legal Resources Foundation Trust, 2019).

### **Local perspective Conflict Resolution**

Citizens in Kenya who sought access to public services near to them demanded the creation of a decentralised system of government (Busolo, D. & Ngigi, 2019). Public engagement is strongly emphasised in Kenya's 2018 Constitution. It requires inclusivity, involvement, accountability, and openness in government. Additionally, it makes citizen participation in government necessary. Article 10 of the Constitution, which lists citizen involvement as one of the nation's values and guiding principles of governance, is the cornerstone of public participation. One of the goals of devolution, as stated in Article 174, is for the public to participate in choices that affect them. County governments have been given the responsibility of guaranteeing.

## **Statement of the Problem**

The responsibility of ensuring public engagement in local issues has been delegated to county administrations. As a result, counties have attempted to institutionalize public engagement by establishing participation offices, Public engagement Acts, or both. The Civic Education and Public Participation Act was passed by Laikipia County in 2015. The Act outlines procedures for taking action. As it improves transparency, accountability, and responsiveness to local community demands, public involvement is a crucial instrument in the successful, efficient, and economical delivery of services to residents. It is now a crucial component in identifying community needs and carrying out development programs in Kenya.

The Constitution's Articles 1 (2), 10 (2), 33 (a), 35, 69 (1) (d), 118, 174 (c) and (d), 184(1)(c), and 196 underscore the importance of public engagement in monitoring and review. This is so because the Kenyan Constitution of 2010 requires public participation in all choices that have an impact on residents, especially when it comes to budgeting, planning, and the creation of policies and laws. There is also insufficient research on whether counties have been successful in achieving public engagement, which is supposed to result in increased accountability, transparency, and democratic strength as well as enhanced equality and fairness of county government services. Therefore, this study aimed at filling this research gap by assessing the influence of public engagement in the provision of public services by county governments in Kenya, focusing on Laikipia County.

## **Purpose of the Study**

The purpose of this study was to assess the influence of public participation on service delivery in Laikipia County, Kenya

## **Objectives of the study**

To establish the influence of information accessibility on service delivery in Laikipia county.

## **Research Questions**

The following research question was addressed in the study:

What is the influence of information accessibility on service delivery in Laikipia County?

## **LITERATURE REVIEW**

### **Introduction**

#### **Public Participation and Service Delivery**

For efficient and successful service delivery, public engagement in decision-making processes is essential (WB, 2015). Public engagement, openness, and accountability are strongly emphasized in both the Kenyan Constitution and the County Governments Act of 2012 as ways to increase the effectiveness, equity, and inclusivity of government and service delivery. Citizens who participate in public decision-making have the chance to influence decisions that have an impact on them. Various scholarly studies have been written about how public engagement affects service delivery. According to Azfar, et al. (2015) and Robinson

(2017), public involvement fosters information exchange and raises public awareness of governmental operations, which enhances service delivery. Robinson (2017), however, claims that there are insufficient data to determine.

On the other hand, Muriu (2019) posits that it is difficult to solely attribute effective service delivery to public participation. This is because there are other influential factors that can Political, social, historical, and economic issues all work against the successful delivery of services (Cheema and Rondinelli, 2017). According to Robinson (2017), for public engagement to be successful, it has to be combined with political, institutional, financial, and technological elements. John (2019) makes a similar observation, noting that citizens' networks and educational attainment are crucial components in ensuring that engagement affects service delivery. Devas & Grant (2018) make a similar observation, noting that information quality, accuracy, and accessibility are crucial factors in ensuring that public engagement has a beneficial impact on service delivery.

## **Theoretical Framework: A Review of Theories of Conflict**

### **Public Choice Theory**

Duncan Black is regarded as the creator of public choice theory. According to this idea, individuals and especially public authorities like politicians and bureaucrats make judgments based on their own personal interests (Hill, 2019). This idea was used in politics to demonstrate how self-centeredness affects the choices made by elected officials (Blankart and Koester, 2016). Thus, public choice theory rejects the concentration of power in the hands of a select few and argues that individuals can exercise their authority to rein in public officials' excesses through channels established by the constitution. One such opportunity made available by the constitution is public engagement. Thus, public choice theory is pertinent to public participation because it emphasizes the need to promote participatory governance as a means of reining in the excesses of elected officials and the requirement to create channels for public participation in decisions that may affect them or in which they may have an interest.

Public engagement is thought to be impossible without communication. Since it is a necessary component of public involvement, how to involve the public becomes of utmost importance. The efficacy of that communication strategy can only be attained through efficient communication technologies (Sebola, 2017), which turns communication strategy into a critical component of public engagement. The way the public is informed prior to, throughout, and following public involvement programs thus becomes vital. The efficacy of the communication tools utilized and how well they work affect how the involvement process turns out (Sebola, 2017). Priscoli (2015) emphasized on this further, stating that it is challenging to engage the public in public involvement projects and that this challenge is exacerbated if the communication tools are not effective.

Public engagement is thought to be impossible without communication. Since it is a necessary component of public involvement, how to involve the public becomes of utmost importance. The efficacy of that communication strategy can only be attained through efficient communication technologies (Sebola, 2017),

which turns communication strategy into a critical component of public engagement. The way the public is informed prior to, throughout, and following public involvement programs thus becomes vital. The efficacy of the communication tools utilized and how well they work affect how the involvement process turns out (Sebola, 2017). Priscoli (2015) emphasized on this further, stating that it is challenging to engage the public in public involvement projects and that this challenge is exacerbated if the communication tools are not effective. The Institute for Local Government in California, United States in 2013 provided guidelines on the effective communication strategies before, during, and after public engagement efforts. The guidelines, which can aptly guide county governments during public participation initiatives, include: Understanding the key stakeholders, target audience and their interests; Understanding the community values; Asking the key stakeholders about the communities preferred communication channels which will not only ensure adequate turn out but will also create a valuable communication channel for further engagement;

### Conceptual Framework

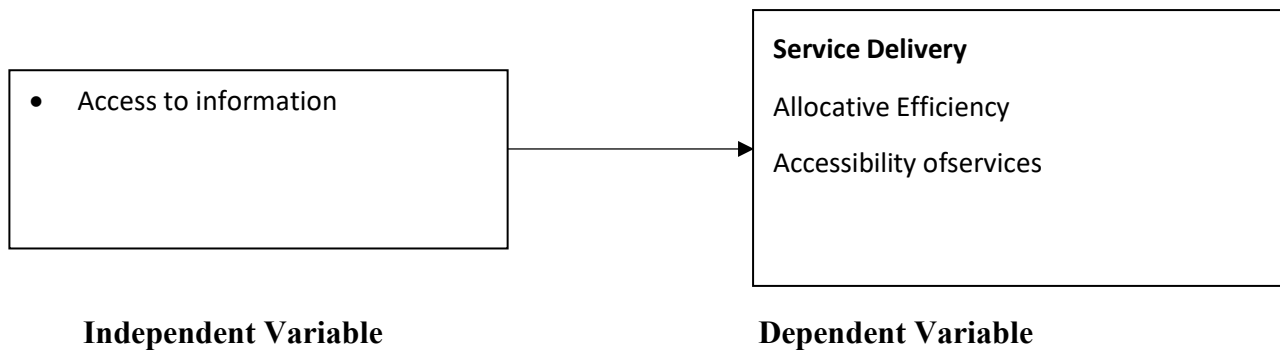


Figure 1: Conceptual Framework (Source researcher, 2023)

The conceptual framework shows the relationship between independent variables that is access to information; The dependent variable service delivery and allocative efficiency.

## RESEARCH METHODOLOGY.

### Introduction.

This study adopted a descriptive research design in order to explore the relationship between the variables of public participation and service delivery under study herein. The research design was useful to this study, as it helped narrowing the very broad area of study to an easily researchable topic.

### Study Location

The focus of this study was Laikipia County, Kenya which has five sub counties, fifteen county assembly wards, fifty-two locations. Sub-Counties are Laikipia Central; Laikipia East; Laikipia North; Laikipia West and Nyahururu; it has three constituencies that is Laikipia East Constituency; Laikipia West Constituency and Laikipia North Constituency

### Target population

This study targeted 570,491 persons being the approximate population of Laikipia County (2019 National Census Report). The sample population comprised of the six (6) communities in Laikipia County, namely Kikuyu, Maasai, Turkana, Samburu and Kalenjin

### Sampling technique and sample size

A sample of 400 county inhabitants mostly focusing on village elders and representatives of the county's government was surveyed. Key informant was included with the county's executive and assembly leadership.

Table 1: Sampling size of members of the public

| Sub County       | Population     | Proportionate Sam |
|------------------|----------------|-------------------|
| Laikipia Central | 99,730         | 70                |
| Laikipia East    | 47,206         | 33                |
| Laikipia North   | 121,066        | 85                |
| Laikipia West    | 69931          | 49                |
| Nyahururu        | 232558         | 163               |
| <b>Total</b>     | <b>570,491</b> | <b>400</b>        |

Source: KNBS (2019)

A sample of 400 households was arrived at using Miller & Brewer (2013) mathematical formula

### Data Collection procedure

Prior to doing any study, the researcher first received a letter of authorization from the institution and the appropriate Laikipia County, County Commissioner clearances. These letters of authorization provided the researcher with the backing and credibility they need to go out and gather data. After that, the researcher hired and trained two (2) research assistants who did the questionnaire administration and gathered the main data.

### **Data Collection Methods**

This study used questionnaires. For primary data collection and secondary data was also used in this study. Secondary data was collected from the Constitution of Kenya and relevant legislation, academic journals, books, releases by relevant organizations, and electronic sources to enrich the data.

### **Pilot Testing**

To determine whether the instrument was suitable, clear-cut, and useful, a pilot study was conducted. The research instrument was improved based on the results of the pilot survey. 40 respondents from Nakuru East Sub- County in Nakuru County, representing 10% of sample size, were the subject of a pilot research (Mugenda & Mugenda's (2018). In order for the data gathered to be relevant to the study's goals, piloting helped to expose the validity and reliability of the instrument. It also to identify any ambiguities and defects in the questions.

### **Validity and reliability of the Instruments**

The study considered face validity by using appropriate format. This was increased by data triangulation through use of different sources of data to increase the validity of the study. Cohen & Manion (2019). Scores from a single test that the researcher gave a sample of individuals was used in this scenario to establish reliability. There was a correlation between a score on one item and scores on other ones. The dependability index was computed using the internal consistency method. Using Cranach's Coefficient Alpha or the KR 20 formula. Reliability of 0.7 was accepted.

### **Data Analysis and Presentation**

The data analysis included quantitative and qualitative analysis methods. The regression model is as shown below.

Regression Model 1:  $Y_1 = \beta_0 + \beta_1 X_1 + e$

Whereby  $Y_1$  is Service Delivery at the County Government of Laikipia

$X_1$  = Access to information



### **Ethical Considerations**

A consent letter was written requesting the respondents to participate in the study voluntarily. The researcher also got a clearance letter from Ethical Review Committee, NACOSTI and introductory letter for the Mount Kenya postgraduate school. The researcher also assured the respondents that any data gathered through this questionnaire were handled in the strictest of confidentiality and used solely for research

## **RESEARCH FINDINGS AND DISCUSSIONS**

### **Introduction**

The chapter focuses on data analysis, results presentation and discussion of the findings. The general objective of the study was to assess the influence of public participation on service delivery in Laikipia County, Kenya.

### **Response Rate**

Response rate equals the number of people with whom structured questionnaires were properly completed divided by the total number of people in the entire sample (Fowler, 2014). The study administered 400 questionnaires for data collection. However, 328 questionnaires were properly filled and returned. This represented 82% overall successful response rates. Respondents were also assured of confidentiality of the information provided. Trex (2012) suggested that a response rate of 50% is adequate 60% is good and 70% and above very good for analysis. This implies that 82 percent response rate was very appropriate for data analysis

### **Demographic Information**

According to the findings, 144(44%) of the respondents were male whereas 180(66%) were female. This implies that majority of respondents were male. majority of the respondents who participated in the study on public participation in Laikipia County were in age bracket of 40-50 years and 29-39 years. The results revealed that majority of the respondents were residents in Laikipia county comprising of 94%. The results revealed that majority of the respondents were residents in Laikipia county comprising of 94%. This study revealed that the village elders were much involved in public participation on service delivery in Laikipia County, Kenya. The results showed that majority of the respondents who participated in the study on public participation in Laikipia County had worked in the county for a period of between 4-7 years and majority of the respondents were well educated.

### **Descriptive statistics**

#### **Influence of information accessibility on service delivery in Laikipia county**

All respondents had an idea on public participation. The respondents were to respond on their level of agreement ranging as follows 5 Strongly Agree, 4 Agree, 3 Moderately Agree, 2 Disagree, 1 Strongly

Disagree on the influence of information accessibility on service delivery in Laikipia county. The findings were as indicated in Table 2

*Table 2: Influence of information accessibility on service delivery*

| <b>Access to Information</b>  | <b>SA</b> | <b>A</b> | <b>U</b> | <b>D</b> | <b>SD</b> | <b>Mean</b> | <b>Std</b> |
|---|-----------|----------|----------|----------|-----------|-------------|------------|
|   | %         | %        | %        | %        | %         |             |            |
| The county administration has created clear laws, regulations, guidelines, and means for putting them into practice regarding public engagement.        | 26        | 47       | 17       | 10       | 0         | 3.87        | 0.97       |
| The county government includes the populace in governance and decision-making processes.  | 37        | 45       | 13       | 5        | 0         | 4.13        | 0.85       |
| Information about planned development programmes is available to residents in my county from the county   | 55        | 42       | 3        | 0        | 0         | 4.51        | 0.55       |
| The county administration hosts public forums where residents can debate initiatives that could have an impact on them                                  | 57        | 37       | 6        | 0        | 0         | 4.50        | 0.61       |
| To guarantee effective citizen participation in county management issues, the county administration has created sufficient public engagement platforms. | 37        | 31       | 19       | 13       | 0         | 3.87        | 0.76       |

*(Source field data,2024)*

The research findings on access to information revealed the following results. Majority of the respondents (47%) agreed, 26 % strongly agreed. Those who were neutral were at 17 % and those who disagreed were at 10% and none strongly disagreed that the county administration has created clear laws, regulations, guidelines, and means for putting them into practice regarding public engagement with a mean of 3.87 and the standard deviation of 0.97. The findings further indicated that majority of the respondents (45 %) agreed, 37% strongly agreed. Those who were neutral were at 13 % and those who disagreed were at 5 % and none strongly disagreed that the county government includes the populace in governance and decision-making processes with a mean of 4.13 and the standard deviation of 0.85.

In addition, majority of the respondents 55 % strongly agreed, 42% agreed. Those who were neutral were at 3 % and those who disagreed were at 0 % and none strongly disagreed that information about planned development programmes is available to residents in my county from the county with a mean of 4.51 and

the standard deviation 0.55. The findings further indicated that majority of the respondents 57% strongly agreed, 37 % agreed. Those who were neutral were at 6 % and those who disagreed were at 0 % and none strongly disagreed the county administration hosts public forums where residents can debate initiatives that could have an impact on them with of mean 4.50 and the standard deviation of 0.61. Majority of the respondents 17% strongly agreed, 31 % agreed. Those who were neutral were at 19 % and those who disagreed were at 13 % and none strongly disagreed that to guarantee effective citizen participation in county management issues, the county administration has created sufficient public engagement platforms. with a mean of 3.87 and the standard deviation of 0.76.

**Linearity test results**

Linearity tests were undertaken to establish the linear relation between information accessibility, capacity building, channels of communication, public contributions and feedback mechanism. Results are presented in Table 3

*Table 3: Linearity between information accessibility and service delivery*

|   |                   |                                | Sum of  | df  | Mean   | F      | Sig. |
|---|-------------------|--------------------------------|---------|-----|--------|--------|------|
|   |                   |                                | Squares |     | Square |        |      |
|   |                   | (Combined)                     | 3.657   | 194 | .347   | 3.431  | .014 |
| Service<br>delivery *<br>information<br>accessibility | Between<br>Groups | Linearity                      | 2.042   | 19  | 2.012  | 19.316 | .001 |
|   |                   | Deviation<br>from<br>Linearity | 1.6026  | 176 | .181   | 1.710  | .142 |
|   | Within Groups     |                                | 1.525   | 194 | .106   |        |      |
|   | Total             |                                | 5.232   | 324 |        |        |      |

*(Source, field 2024)*

Results show that the p-value for the deviation from linearity was 0.172. For linear relationship to exist, the deviation from linearity should be greater than 0.05.  $0.142 > 0.05$  implies that information accessibility and service delivery are linearly related. This linear relationship supported inferential statistical analysis particularly in determining the causal relationship between information accessibility and service delivery in Laikipia

**Inferential Statistics**

**Correlation Analysis**

**Information accessibility on service delivery**

The study sought to establish the correlation between information accessibility and service delivery in Laikipia County, Kenya. The findings of the study are as shown in Table 4.

**Table 4 : Information accessibility and service delivery**

|                            |                     | Service delivery |
|----------------------------|---------------------|------------------|
| 1Information accessibility | Pearson Correlation | .523**           |
|                            | Sig. (2-tailed)     | .000             |
|                            | N                   | 324              |

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

As indicated in Table 4, the study indicates that there was a moderate positive and statistically significant correlation between information accessibility on service delivery in Laikipia County (r = 0.523; p < 0.05). This implies that efficient information accessibility enhances service delivery in Laikipia County, Kenya. Efficient information accessibility gives a clear direction for public participation. Clear information accessibility helps citizens to understand fully the essence of public participation.

**Table 5: Regression Coefficients**

| Model                          | Unstandardized |            | Standardized | t     | Sig. |
|--------------------------------|----------------|------------|--------------|-------|------|
|                                | Coefficients   |            | Coefficients |       |      |
|                                | B              | Std. Error | Beta         |       |      |
| (Constant)                     | .037           | .135       |              | .250  | .786 |
| 1<br>information accessibility | .318           | .117       | .538         | 5.560 | .014 |

Table 6 shows the overall significant test results for the hypothesized research model. The interpretations of the findings indicated follow the following regression model.

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

Therefore,

$$Y = 0.037 + 0.318 X_1$$

According to the intercept ( $\beta_0$ ), when the five independent variables are held constant, the value of service delivery in Laikipia County, Kenya was 0.037. In addition, holding all the other independent variables constant, a unit increase in information accessibility would lead to a 0.318 improvement in service delivery in Laikipia County, Kenya.

## **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

### **Introduction**

This chapter provides a detailed summary of the major findings of the actual study; it then draws conclusions and discusses implications emanating from these findings. Finally, it makes some recommendations and suggestions on areas of further study. The main aim of was to assess the influence of public participation on service delivery in Laikipia County, Kenya.

### **Information accessibility and service delivery in Laikipia County, Kenya**

From the analysis the study findings revealed that the county administration has created clear laws, regulations, guidelines, and means for putting them into practice regarding public engagement has an influence on service delivery. The county government including the populace in governance and decision-making processes has an influence on service delivery. Information about planned development programmes available to residents in the county has an influence on service delivery. The research findings also revealed that the county administration hosts public forums where residents can debate initiatives that could have an impact on them has an influence on service delivery. In addition, the results showed that before the actual day(s) of the forum, citizens are informed of the themes to be covered at the public participation forum has an influence on service delivery. Finally guaranteeing effective citizen participation in county management issues, the county administration creating sufficient public engagement platforms has an influence on service delivery. This result implied that information accessibility statements has an influence on service delivery in Laikipia county Kenya.

### **Conclusions of the Study**

Based on the findings the study concluded that there was a moderate positive and statistically significant correlation between information accessibility and service delivery on in Laikipia County ( $r = 0.523$ ;  $p < 0.05$ ). This implies that better information accessibility influences service delivery in Laikipia County, Kenya

### **Recommendations of the Study**

Based on the findings of the study, the researcher recommended that information accessibility should be enhanced in Laikipia county to improve on service delivery. This information should emphasize on clear laws, regulations, guidelines, and means regarding public engagement

### **Recommendations for Further Studies**

Future studies to investigate how different information accessibility methods in laikipia County influence service delivery. The study also recommends that there is a need to measure the extent of public contribution on service delivery and lastly more study should be done on how to enhance public participation feedback mechanism on service delivery

## REFERENCES

- Azfar, O., Kähkönen, S., Lanyi, A., Meagher, P., & Rutherford, D. (2019). *Decentralization, Governance and Public Services: The Impact of Institutional Arrangements*. A Review of the Literature. College Park: IRIS Center, University of Maryland.
- Brynard, J. (2019). *Public Participation in Local Government and Administration: Bridging the Gap*. South Africa. University of South Africa
- Busolo, D. & Ngigi, S., 2019. *Devolution in Kenya: The Good, the Bad and the Ugly*. IISTE Journal of Education and Practice.
- Cheema, G. S. (2017). *Devolution with Accountability. Learning from good practices*. Washington: Brookings Institution's Press.
- Commission for the Implementation of the Constitution (CIC). (2014). *An Assessment of the Implementation of the System of Devolved Government: From Steps to Strides*. Nairobi: CIC.
- Constitution of Kenya (CoK). (2019). *National Council for Law Reporting*. [Online]. Retrieved from: [http://www.kenyalaw.org/klr/fileadmin/pdfdownloads/Acts/Constitution\\_of\\_Kenya2010.pdf](http://www.kenyalaw.org/klr/fileadmin/pdfdownloads/Acts/Constitution_of_Kenya2010.pdf) (Accessed on 11th January 2023).
- Devas, N. & Grant, U. (2018). Local Government Decision-Making—Citizen Participation and Local Accountability: Some Evidence from Kenya And Uganda. *Public Administration and Development*, 23, 307–316.
- Gaventa, J. & Gregory, B. (2019). *So What Difference Does It Make? Mapping the Outcomes of Citizen Engagement.* Working Paper 347, Institute of Development Studies, University of Sussex, Brighton, United Kingdom.
- Institute of Economic Affairs, (2015). *Review of status of Public Participation, and County Information Dissemination Frameworks: Case Study of Isiolo, Kisumu, Makueni and Turkana Counties*. Institute of Economic Affairs, Nairobi. Kenya.
- Isham, J. & Kähkönen, S. (2019). *What Determines the effectiveness of community-based water projects? Evidence from Central Java, Indonesia on Demand Responsiveness, Service Rules, and Social Capital*. The World Bank Social Capital Initiative Working Paper No.14.
- Kanyinga, K. (2014). *Kenya: Democracy and Political Participation. Discussion Paper. A Review by AfriMap, Open Society Initiative for Eastern Africa, and the institute for Development Studies*. Nairobi: Open Society for Initiative for Eastern Africa.
- Kasyula, P. (2018). *Influence of Devolution Framework on Democratic Governance Process in Kenya*. PhD thesis: Jomo Kenyatta University of Agriculture and technology. (JKUAT).

- Kauzya, J.M., (2017). *Political Decentralization in Africa: Experiences of Uganda, Rwanda and South Africa*. In: Cheema, G.S. & Rondinelli, D.A., eds. 2017. *Decentralizing Governance: Emerging Concepts and Practices*. Washington: Brookings Institution Press.
- Khaunya, M.F., Wawire B, P. & Chepngeno, V. (2015). Devolved Governance in Kenya: is it a false start in democratic decentralization development. *International Journal of Economics, Finance and Management*, 4.
- Kothari, C.R. (2014). *Research Methodology; Methods and Techniques*. New Delhi: New Age International Publishers.
- Mugenda, O. M., & Mugenda, A. G. (2018). *Research Methods; Quantitative and Qualitative Approaches*. Nairobi: Arts Press.
- Munyao, F.M. (2019). *Influence of Public Participation on Public Accountability in Kenya; The Case of Kitui County*. Master Thesis: University of Nairobi (UoN).
- Muriu, A. R. (2013). *Decentralization, citizen participation and local public service delivery. A study on the nature and influence of citizen participation on decentralized service delivery in Kenya*. Universitäts verlag Potsdam.
- Muriu, A. R. (2014). *How does citizen participation impact decentralized service Delivery? Lessons from the Kenya Local Authority Service Delivery Plan. LASDAP 2002-2010*.
- Robinson, (2017). *Does decentralization improve equity and efficiency in public service delivery provision?* IDS Bulletin. Volume 38 Number 1 January 2007.
- Sapala, K. (2015). *Participation in Kenya's Local Development Funds: Reviewing the Past to Inform the Future*. Kenya School of Government. Working Paper No. 3. Nairobi, Kenya.
- Seithsolo, S.I. (2014). *Improving Public Service Delivery through Effective Public Participation: A South African Local Government Perspective*. North West University Potchefstroom Campus. School of Social and Government Studies: Public Management and Governance.
- Shipley, R., & Utz, S. (2015). *Making it Count: A Review of the Value and Techniques for Public Consultation*. Journal of Planning Literature. 27(1): 22-42, 2012.
- Transparency International, (2015). *Uongozi Mashinani. A national opinion poll on devolution and governance in Kenya*. Nairobi: Government Printer.
- Van Speier, J., 2019. *Citizen Participation Influencing Public Decision Making: Brazil and the United States*. Public Administration Review. Volume 69, Issue 1, pp. 156- 159 January/February 2009.
- United Nations, 2018. *Participatory Governance and the Millennium Development Goals(MDGs)*. Publication based on the Expert Group Meeting on Engaged Governance: Citizen

Participation in the Implementation of the Developmental Goals including the Millennium Development Goals (MDGs), 1-2 November 2006, New York. New York: United Nations

World Bank, (2017). *Citizens and Service Delivery; Assessing the Use of Social Accountability Approaches on the Human Development Sectors*. Washington, DC: World Bank.

World Bank, (2013). *Six Case Studies of Local Participation in Kenya: Lessons from Local Authority Service Delivery Action Plan (LASDAP), the Constituency Development Fund (CDF) and Water Action Groups*. Government Reports. Nairobi, Kenya.

World Bank, (2015). *Storm Clouds Gathering: The Economy Facing Strong Headwinds with a special focus of Public Participation*. The World Bank Group. Nairobi, Kenya.

World Bank, (2015). *Building public participation in Kenya's devolved government CDS paper 1-6 series*. Kenya School of Government.