EFFECT OF RESOURCES ON PROVISION OF HUMANITARIAN SERVICES BY NGOS IN TURKANA, KENYA

Patrick Napion Ewoton.
Master Degree in Public Administration and Policy Formulation, Turkana University College, Kenya.
Prof. George Muthaa.
Lecturer, Turkana University College, Kenya.
Prof. Tom Nyamache.
Lecturer, Turkana University College, Kenya.

ABSTRACT

Non-Governmental organizations are initiated to support provision of humanitarian services. Turkana County is among the semi-arid regions of Kenya with the provision of humanitarian needs which has attracted many Non-Governmental Organizations (NGOs) over the years. Despite the NGOs implementing community development initiatives in Turkana, the area still experiences persistent dire need of humanitarian services. These needs are attributed to various factors that affect their operations and sustainability of programmes. There is, however, lack of empirical data to substantiate these socio-economic factors specifically in Turkana County. The purpose of the study was to determine the effect of resources on provision of humanitarian services by NGOs in Turkana, Kenya. Correlation research design was used in this study in order to attain the study objectives. The Correlation research design makes it possible to concurrently measure a large number of variables and their interrelationships. The population of the study was subject to two Sub Counties, that is, Turkana Central (Lodwar town) with a population of 185,305 and Turkana West (Kakuma) with a population of 239,627 totaling to 424,932. A sample of 384 was selected and participants were picked using stratified random sampling. Primary data was collected using structured questionnaires. To ensure content validity the questionnaire was checked by the supervisors who are experts in research. To ensure reliability Cronbach Alpha technique was used to assess the consistency of data. Both quantitative and qualitative data analysis was used.

Descriptive statistics was analyzed using mean, standard deviation, tables, percentages and figures to summarize data. For qualitative data, content analysis was used where data was organized in common themes. Inferential data analysis was done by the use of regression model to determine the strength of the relationship between the dependent variable and the independent variable. The research findings show that resources affect the provision of humanitarian services by non-governmental organizations in Turkana, Kenya positively and significantly ($\beta=0.399$, p-value=0.001<0.05). From the findings, the research concluded that resources are key in the provision of humanitarian services. Both monitory and manpower resources are needed coupled with well-functioning infrastructure in order to address the needs of the Turkana residents. Financing has been the hindrance to most of the NGOs in attending to emergencies and further hinders the NGOs in recruiting and maintaining manpower needed to enhance the provision of humanitarian services. From the findings, the study recommends that humanitarian organizations should attract more funding in order to widely and effectively engage in uplifting the Turkana dwellers.

The availability of sufficient funds is essential because it will enable humanitarian organizations effectively service delivery to the affected communities. The study was

beneficial to the following stakeholders; policy makers, community and future researchers among others.

INTRODUCTION

Globally, humanitarian needs fall under three main categories; water, health/nutrition and livestock/food security (Snyder & Diesing, 2019). Several factors make them important to those in need. First and foremost, pastoralists rely on animals to make a living. Pastoralists' food and livelihood security is directly affected by drought (Mwenda, 2018). In addition to ensuring that cattle, which many pastoralists consider an asset, are kept healthy, the availability of enough water is also important. When cattle are unable to find enough pastures and water to survive, they migrate in search of greener pastures. In the wake of this disaster, women, children and the elderly are left behind with little hope for survival. The supply and accessibility of food plummeted, and drinking water became scarce as a result of the drought. Water scarcity often led to unsanitary conditions, leading in water-borne illnesses such as diarrhoea and typhoid (Kimenyi & Meagher, 2017). Hunger and poor health conditions led to malnutrition and increased morbidity, especially among children under five years of age, the elderly, the ill, and HIV/AIDS patients, who were particularly affected (Peters, 2019).

Two broad categories of services are provided by humanitarian organizations, namely: relief activities, which include providing assistance to victims of large-scale emergencies, and short-term measures, which focus on providing goods and services to minimize immediate risk to human health and survival (Mwabu & Kibua, 2018). Preparedness, planning, procurement, transportation, storage, monitoring and tracing and customs clearance are only some of the tasks that humanitarian groups are involved in. Sustainable community self-sufficiency and sustainability are at the heart of development efforts. Included in these operations are the establishment of permanent and dependable transportation, healthcare, housing, and food provision. Some Humanitarian Organizations specialize on disaster assistance, while their counterparts focus on development. A large number of people are still involved in both of these activities. Other than this broad mandate, many Non-Governmental Organizations (NGOs) have a number of other traits. For example, they recruit and engage volunteers for many of their activities and are usually led by volunteer boards (Kim & Schachter, 2018). Services include healthcare, microfinance, agricultural extension, disaster assistance, and human rights (Burke, 2018).

On the basis of their services, NGOs fall into four main categories: charitable orientation, which involves a top-down paternalistic effort with little participation by beneficiaries; social service orientation, which involves a bottom-up participatory effort with little participation by

beneficiaries; and community-oriented orientation, which involves a bottom-up participatory effort with minimal participation by beneficiaries (Karanja & Karuti, 2020). It comprises non-governmental organizations (NGOs) that work to address the needs of the poor, such as food, clothing, and medication delivery, as well as housing, transportation, and education. In the event of a natural or man-made disaster, these NGOs may also provide relief services (Ali, 2018). It's no secret that NGOs working in the health sector have played a major role in bringing down HIV prevalence rates. They've worked alongside governments to find solutions for the problems and bridge the gap between prevention programs such as condom distribution, funding Prevention of Mother To-Child Transmission (PMTCT) and the distribution of antiretroviral medicines (ARVs) to those who are already infected with HIV.

They also offer sanitary towels to the remote schools and less privileged girls in the community. The second kind of NGOs is those that are service-oriented. Included in this category are those that provide services such as health care, family planning, or education, in which the program is created by the NGO, and individuals are expected to participate in its implementation and use. They also offer sponsorship for the under privileged children who are either orphaned or street children. Participants are active in self-help initiatives and provide funds, tools, land, materials, and labor to make them successful. The third type is the participatory approach. Traditional community development projects begin with the defining of the need and continue through to the planning and execution stages with active involvement throughout. They are typically involved in disaster assistance during droughts or floods. They offer services like evacuation; they provide food, beddings and any other primary services needed for human survival. Lastly, empowering orientation aims to assist poor people comprehend the social, political, and economic issues impacting their lives as well as increase their knowledge of their own potential power to influence their own lives via education and training (Mendelson & John, 2020).

Unerman and O'Dwyer (2018) found out that NGOs play five major functions in the nonprofit sector globally: the service, innovation, advocacy, expressive, and social capital responsibilities. As a result, the word "NGO" is not widely used throughout Europe. There are a lot of huge, worldwide volunteer groups that claim to be NGOs, and they're looking for recognition both within and outside of Africa (Stiles, 2020). However, NGOs believe that they should also act as watchdogs over how the governments carry out their duties in the United States. They also look for money from the governments they monitor and oppose in order to continue their work. By promoting and opposing the private sector (Silver & Ariyarathama, 2019). To offer social services in Asia, governments are increasingly relying on non-governmental organizations (NGOs) that are funded through some sort of agreement (Kimenyi & Meagher, 2017). This industry has been growing rapidly not just to complement, but also to extend and impact social services in Vietnam (Schilderman, 2018). Organizing events, fundraising activities, and other means of fostering community growth and cohesion are some of the ways Australian NGOs fulfill a community building purpose (Salamon & Wojciech, 2017).

As a result of collaborations between NGOs and the government in Africa, national objectives for improving livelihood, social services, and health services as well as reacting to emergency situations have been shaped (Ritchie & Robert, 2017). Africa's non-governmental organizations (NGOs) have partnered with governments to tackle the four scourges, and they have also contributed to campaigning and establishing policy. A wide range of services are delivered through joint working agreements with governments. There are examples of this in Rwanda, Lesotho and Malawi (Kobia & Bagaka, 2017). Sub-Saharan Africa has made significant improvements in delivering and improving its health outcomes through health NGOs, Kenya has been not been left behind (Nzimakwe, 2018).

Its members include international, regional, and national NGOs that operate in Kenya and cooperate with an array of non-profit organizations. Kenya is a developing country with a variety of development challenges that are of interest to the international development community, and the country enjoys economic and political stability, so it is used as the regional headquarters for many NGOs that operate in the region, contributing to the sector's dynamism and growth (Waiganjo, Ng'ethe & Mugambi, 2017). Briefly and clearly outline the envisioned objective(s) of NGOs in Kenya; Show the actual scenarios among people in regions covered by NGOs. Contrast the ideal and actual to isolate gaps in knowledge that warrant the current study. Some NGOs are active in Turkana County in the areas of campaigning, lobbying and education as well as in health disarmament, repatriation, restocking and other humanitarian operations. In Turkana County, there are 25 NGOs, according to the NGO Coordination Board (2020).

In the Human Rights Report of 2007 and the World Bank, NGOs were found to be lacking in several areas. International NGOs lack a well-drafted strategic plan that shows the tactical operation of the organization over time, according to the World Bank (2018). As a result, they find it difficult to scale up rapidly, and they do not reach the poorest of the poor or facilitate broad participation as they are often claimed to do in the literature. In addition, NGOs have financial problems due to a lack of funding partners due to the huge number of NGOs competing for donors' attention. Transaction costs for NGOs are quite expensive in comparison to the resources they deploy (Stiles, 2020). As a consequence of their inability to manage crises, they have to outsource, which undermines their ability to provide effective services. It is also difficult for NGOs to network since they usually do not work well with governments, which restricts their capacity to influence official policy (Nzimakwe, 2018).

NGOs in Kenya have been the subject of local research. Sisters Maternity Home (Simaho) in Garissa, Kenya, was the subject of a research by Ali (2018). The goals were to determine the source of money, accountability, and the preferences of the community. Sisters Maternity Home's sustainability was shown to be impacted by financial management, creation of own revenue, and government assistance, according to the research. Because of this, the study did not analyze the ability of NGOs, which is what the current study aimed to do.

It was also reported in 2017 that Non-Governmental Organizations in Kenya have implemented methods to improve their performance, by Waiganjo, Ng'ethe, and Mugambi (2017) strategic financial management, internal financial funding, strategic partnerships, and organizational structure were the study's main objectives in evaluating NGO success. The study found that to increase financial sustainability the three objectives were positive and significant thus contributing towards financial sustainability of NGOs in Kenya. The study was a case study and only targeted one NGO in Kiambu County. The current study was correlation research survey targeting a number of NGOs which was fit for generalizing of findings. On the other hand, a study by Karanja and Karuti (2020) examined the factors that affect the sustainability of nonprofit organizations in Kenya. Government policies, administration, and funding sources were the focus of the research. NGOs in Kenya were determined to be less sustainable due to government policies, administration, and funding sources. Unlike the current study, it was a descriptive study without further inferential analysis to compare importance of variables. The current study used both descriptive and correlation analysis. The study was also based on local humanitarian services while the current study focuses on both local and international NGOs only. The analysis tool was different in that the authors used STATA while the current study uses SPSS as the data analysis tool.

Statement of the Problem

NGOs have been on the increase in implementing community development initiatives in Turkana. However, Turkana County experiences persistent high levels of poverty as evidenced by frequent national appeals for relief food support and other basic services which has attracted the increase of NGOs. Despite the NGOs implementing community development initiatives in Turkana, the area still experiences persistent dire need of humanitarian aid. This study sought to determine the effect of resources on provision of humanitarian services by NGOs in Turkana, Kenya.

Objective of the Study

The purpose of the study was to determine the effect of resources on provision of humanitarian services by NGOs in Turkana, Kenya.

LITERATURE REVIEW

Resources are essential to the success of any business (Varadarajan & Cunningham, 2020). Humanitarian aid delivery times and costs may be affected by its use of funds and resources. It is decided by a number of resource allocation strategies what resources are allocated to which activities. How resources are allocated has an impact on how long it takes to respond to a crisis. Reducing the amount of time spent on humanitarian projects is important to their success. It is determined by resource allocation policies how much is allocated to each task. Estimates of resource demand and resource adjustment timeframes are the two strategies that managers may

use to refocus the humanitarian response (Pfeffer & Salancik, 2019). When it comes to a new research project, it will be both qualitative and quantitative. The study was done in Japan and looked at the financial aspect of resources as the dependent variable unlike the current study which assessed general resources both monitory and human as an independent variable. Besides the current study collected quantitative data using questionnaires.

The main factors that influence the allocation of humanitarian resources is the severity of the crisis. In situations where the crisis is acute and the need for aid and support is high, more resources may be allocated to respond to the immediate needs of those affected (Schetter et al., 2022). For example, in the aftermath of a natural disaster, such as an earthquake or hurricane, resources may be allocated to provide food, water, shelter, and medical care to those in need. The presence and capacity of local organizations and partners is another key factor in the allocation of humanitarian resources. In many crisis-affected countries, local organizations and partners may have a better understanding of the needs and cultural context of affected communities, and may be better equipped to respond to the crisis. As such, resources may be allocated to support the work of local organizations and partners, in order to maximize their impact and effectiveness.

The allocation of humanitarian resources is a complex process that is influenced by a range of factors, including the severity of the crisis, accessibility of affected communities, presence and capacity of local organizations, availability of other resources and support, and considerations of accountability and transparency (Keah et al., 2020). In order to ensure that aid and support is delivered effectively and sustainably, humanitarian organizations must carefully consider these factors when allocating resources, and work to ensure that resources are used in a responsible and effective manner.

Assisting in improving the humanitarian timetable by increasing the volume, productivity, and use of the resources utilizing an effective resource management system (Koza & Lewin, 2020). In order to reduce the time, it takes to respond to humanitarian crises, it's necessary to make efficient use of resources. Despite the finite number of resources, managers may thoroughly execute policies on resource allocation, therefore decreasing the response time for humanitarian emergencies. Resource scarcity slows humanitarian response, whereas resource plenty reduces production and may lead to resource waste. As a result, the management should effectively deploy the limited resources in order to reduce the humanitarian response time in order to achieve success. Humanitarian response schedules can be shortened with the use of policies that are engaged in resource allocation (Johnson & Scholes, 2019). As a result, there is a knowledge vacuum because both researches focused on policy rather than resources. The studies were done in Britain and Russia respectively. These two studies used correlation analysis to test the relationship between the dependent variables while the current study used regression to test the relationship between the independent variables and the dependent variable. The current study also collected date from a variety of respondents aimed at getting the overall responses.

Studies on resources reveal that they have a major impact on humanitarian performance (Noble, 2021). Although policies used to reduce humanitarian response time are difficult to implement and design due to closed loop work flows that create dynamic patterns of demand and delays in resource shifting in activities, Wheatley and Kan (2019) indicate that the allocation policy chosen in the United States can affect the humanitarian response time to a great extent. Humanitarian response durations can be altered by using estimations of resource demand and resource adjustment timeframes as policy characteristics According to a study by Elmuti and Kathawala (2020), while capturing resources may ensure that a critical humanitarian response is delivered on time, if an organization lacks the capacity to free up resources and does not hire more staff, this practice will harm the performance schedule of humanitarian response that is derived from the resources. The studies done in a developed economy that is Denmark and Poland whereas the current study will be done in a developing economy to compare findings.

Firstly, according to Bryson (2020), the manager's duty is to allocate resources, including time and money, in a way that ensures the effectiveness of humanitarian response. Concerning the problems that non-governmental organizations have in providing humanitarian aid, a number of studies have been conducted. A research on the resource hazards associated with corruption in humanitarian relief support by Salvage, Deelesgues, Martin, and Ulfat (2020) concludes that there is a negative link between corruption and the degree of donor assistance for humanitarian relief, the study concluded. It was unable to shed light on other aspects of humanitarian help, such as planning, in the research. Alternatively, the study environment in Afghanistan is vastly different from the one in Kenya.

Resource Dependence Theory

Resource dependence theory, which was first introduced by Pfeffer and Salancik (1978), is a theoretical framework that can be used to understand the relationships between actors in a resource-constrained environment and explain the influence of environmental factors and contextual constraints on organizational behavior. Pfeffer and Salancik (1978) defined dependence as the product of the importance of a given input or output to the organization and the extent to which it is controlled by relatively few organizations. A resource that is not important to the organization cannot create a situation of dependence.

According to resource dependence theory, an environment consists of an interconnected system of actors, organizations, and institutions (Yoo and Lee, 2018). By transacting with other organizations in the system, organizations can improve their understanding of the contextual factors that influence their environment. Three key environmental features drive organizations' dependence: concentration, munificence and interconnectedness. Concentration refers to the level of power and authority within the environment, munificence refers to the availability of vital

resources, and interconnectedness refers to the linkages between organizations in a system (Grossi, Reichard, Thomasson and Vakkuri, 2017).

NGOs do not operate in isolation, and they must understand and engage with the systems that impact service users and control access to valuable resources that rely on finances (Barth, Ulvenblad and Ulvenblad, 2017). Thus, interdependencies between NGOs and other organizations are unavoidable. NGOs in developing countries rely predominantly on foreign aid in the forms of grants and donations. However, such humanitarian impact organizations often seek to diversify their funding sources, including by accessing government resources, to improve their sustainability. This is particularly important if international donors begin to withdraw from a country and reduce their funding. humanitarian organizations seek funding from donors due to resource dependence may engage in new forms of partnership, resulting in the co-creation and integration of resources, development of innovative solutions, and achievement of transformative change (Svirina, Zabbarova and Oganisjana, 2016). Such partnerships influence provision of humanitarian services. Since the availability of resources and finances can influence provision of humanitarian services, this study rely on this theoretical framework to investigate the effect of resources on provision of humanitarian services by NGOs in Turkana, Kenya.

Conceptual Framework

The conceptual model is put through its paces in an effort to determine the importance of the research and recommended relationships (Mugenda & Mugenda, 2019). This framework attempts to examine resources on provision of humanitarian services by non-governmental organizations.

Independent variable   **Dependent variable**
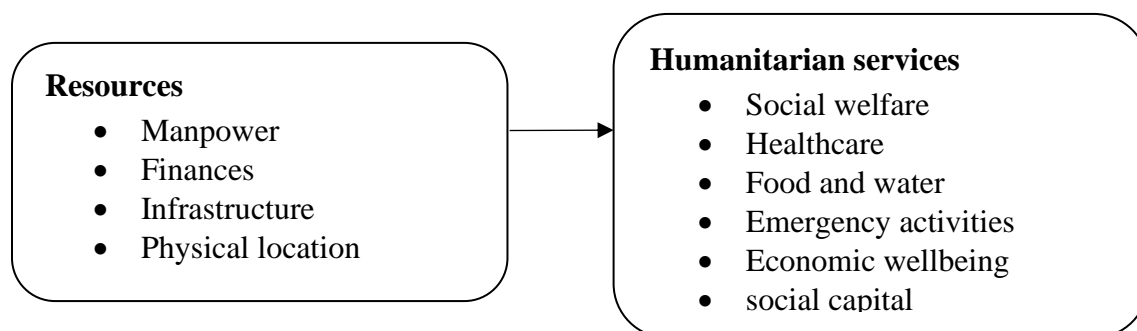
Figure 1: Conceptual framework of effect of resources on provision of humanitarian services by NGOs in Turkana, Kenya

RESEARCH METHODOLOGY

Correlation research design was used in this study in order to attain the study's goals. The study was conducted in the jurisdiction of Turkana County with main focus on Lodwar and Kakuma towns where NGOs have set their center of operations. The choice of the two sub counties is made with the view that they are the epicenter of NGOs in Turkana County. Turkana Central (Lodwar

town) has a population of 185,305 and Turkana West (Kakuma) has a population of 239,627 both sub-counties have a population of 424,932. The targeted group included; NGO staff, opinion leaders, youth rep, women rep, men rep, MCAs and Chiefs. The choice of the respondents was motivated by the fact that they understand the NGOs operations in the area and are owed to have vital information in the field of study. A sample size of 384 participants was selected using stratified sampling technique.

Primary data was collected using structured questionnaires. The correctness and comprehensiveness of the data gathered from the respondent was verified first. They were checked, classified, and counted when they've been returned and fully filled out. In addition to open-ended questions, there were also closed-ended ones. As a result of conceptual content analysis and narrative, the open-ended questions yielded qualitative data. Quantitative data was used to answer the closed-ended questions. To examine the data, descriptive and inferential statistics were utilized. Descriptive data was entered, updated, and then analyzed by the Statistical Packages for Social Scientists (SPSS Version 24.0). All quantitative data were subjected to descriptive analysis such as frequencies, percentages, mean scores, and standard deviation. Inferential data analysis was carried out by the use of regression model to determine the strength of the relationship between the dependent variable and the independent variable.

RESEARCH FINDINGS AND DISCUSSIONS

Response Rate

In this research, there was a sample size comprised of 148 community members and 236 NGO staff. 125 questionnaires from the community members and 191 from NGO staff were fully filled and returned back thus giving 84.4% and 80.9% response rate. Devi (2019) suggested that response rate beyond 50 percent is sufficient for analysis of data. In addition, Stokes and Wall (2017) argued that a response rate above 70% is deemed to be excellent. This is a clear indication that the study's response rate was within the acceptable limit to proceed with data analysis, make conclusions and recommend for further studies.

Regression Analysis

The study utilized multiple regression analysis to find out the relationship between the predictor variables and provision of humanitarian services by non-governmental organizations in Turkana, Kenya. The study utilized SPSS version 24 to generate output of the regression statistics after cleaning and coding data from the field. The coefficient of determination was used to explain how the change in the dependent variable can be explained by the change in the independent variable. The model summary of the relationship between the predictor variable and provision of humanitarian services by non-governmental organizations in Turkana, Kenya is as provided.

Table 1: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.399	0.160	0.155	0.803

a. Predictors: (Constant), Resources.

b. Dependent Variable: Provision of humanitarian services by non-governmental organizations in Turkana, Kenya

From the results in Table 1, R^2=0.160 that is 16.0% disparity in provision of humanitarian services by non-governmental organizations in Turkana, Kenya is explained by the resources in the model. However, 84.0% unexplained difference in provision of humanitarian services by non-governmental organizations in Turkana, Kenya is as a result of other unrepresented determinants in the regression model. As per the findings in the above table it can be ascertained that the model is good and can be utilized for the purposes of estimation. From the results in the table a significant relationship was established which is indicated by the variables as depicted by R^2=0.160 that is 16.0% which shows that a significant relationship exists between the independent variable and the provision of humanitarian services by non-governmental organizations in Turkana, Kenya. ANOVA results of the relationship between the predictor variables and provision of humanitarian services by non-governmental organizations in Turkana, Kenya is as presented.

Table 2: ANOVA of the Regression

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	23.015	1	23.015	35.694	1.13E-08
	Residual	121.219	188	0.645		
	Total	**144.234**	**189**			

a. Predictors: (Constant), Resources.

b. Dependent Variable: Provision of humanitarian services by non-governmental organizations in Turkana, Kenya

According to Table 2, the significance value is 1.13E-08 which is less than 0.05 thus the model is statistically significance in predicting how resources impact the provision of humanitarian services by non-governmental organizations in Turkana, Kenya. The F critical at 5% level of significance was 35.694. Since F calculated is greater than the F critical (value = 3.8914), this shows that the overall model was significant.

Further, coefficient of determination on the relationship between the predictor variables and the provision of humanitarian services by non-governmental organizations in Turkana, Kenya are as tabulated.

Table 3: Coefficient of Determination

	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	T	Sig.
Model 1(Constant)	0.289	0.116		2.491	0.014
Resources	0.419	0.122	0.399	3.434	0.001

a. Dependent Variable: Provision of humanitarian services by non-governmental organizations in Turkana, Kenya

Regression analysis was conducted to determine the provision of humanitarian services by non-governmental organizations in Turkana, Kenya. As per the SPSS generated table below, regression equation

$(Y = \alpha + \beta_1 X_1 + \c{e})$

Becomes: $(Y = 0.419 X_1 + \varepsilon)$

From the regression, taking other factors constant at zero, provision of humanitarian services by non-governmental organizations in Turkana, Kenya was 0.289. The data findings showed that a unit increase in resources will lead to a 0.419 increase in provision of humanitarian services by non-governmental organizations in Turkana, Kenya. At 5% level of significance and 95% level of confidence, the variable, resources were significant on provision of humanitarian services by non-governmental organizations in Turkana, Kenya since p-value=0.001<0.05.

Conclusions

Resources are key in the provision of humanitarian services. Both monitory and manpower resources are needed coupled with well-functioning infrastructure in order to address the needs of the Turkana residents. Financing has been the hindrance to most of the NGOs in attending to emergencies and further hinders the NGOs in recruiting and maintaining manpower needed to enhance the provision of humanitarian services.

Recommendations

On resources, humanitarian organizations should attract more funding in order to widely and effectively engage in uplifting the Turkana dwellers. The availability of sufficient funds is essential because it will enable humanitarian organizations effectively service delivery to the affected communities.

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