

## ABSTRACT

Governance is the process of decision-making and how those decisions are implemented. Good governance involves quality public service delivery, accountable-decision-making, and civic engagement. Devolution helps make good governance feasible. Kenya thus adopted devolution to improve governance and catalyse development to the local levels. However, since enactment of the new constitution of 2010, the status of public service delivery (aspect of governance) in the local governments had not been determined and documented especially from the perspective of the citizens who consume the public goods. The purpose of this study thus was to determine the citizens' perceptions of the quality of public service. The study adopted a case study research design where a diverse case of two sub counties (Nyatike Sub County and Suna West Sub County) was selected purposively. Target population of the study was 453,362 adults of the county and the accessible population (N) was 164,959 adults in the two sub counties. From this a sample of 156 was sampled by non-proportionate and simple random sampling where 78 citizens were selected from each sub county. SERVQUAL questionnaire was adopted as the instrument of data collection. The survey captured customers' expectations of an excellent public service and compares these with their perceptions of the service being delivered. The data was analysed using means, percentages, two sample t test and Hotelling's t square at 5% significance level by the help of STATA software. The findings indicate negative perceptions of the quality of services delivered by the county. This article concludes with recommendations to policy practitioners and government officials within the new devolution framework .

**Key words:** Governance, perceptions, Policy, Delivery, Citizen