

**CITIZENS' PERCEPTIONS ON THE STATUS OF COUNTY GOVERNANCE  
PRACTICES: A CASE OF MIGORI COUNTY, KENYA**

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Requirements for the Award of the Degree of Master of Research and Public Policy of  
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**EGERTON UNIVERSITY**

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## DECLARATION AND RECOMMENDATION

### Declaration

This thesis is my original work and has not been presented for award of a diploma or degree in any institution.

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### Recommendation

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## **DEDICATION**

This work is dedicated to my mum, my family and friends for believing in me. I also dedicate this work to all citizens in Migori County and Kenya at large for their pursuit of good governance, resilience and hope- this is the least I could do. Let's be hopeful and do our part to enhance good governance.

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## 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. Since enactment of the constitution in 2010 however, the status of governance in the local governments has not been done and documented - especially from the perspectives of the citizens. The purpose of this study thus was to find out and analyze the citizens' perceptions on the status of governance in Migori County and recommend policy options to enhance good governance. This study was guided by public choice theory in analysis of the political system and citizen perceptions. The study adopted a case study research design where a diverse case of two sub counties (Nyatike and Suba West Sub County) was used. The sub counties were selected purposively. Nyatike Sub County has the most administrative units, while Suba west Sub County has the least administrative units of the 8 sub counties. Target population of the study was 453,362, the adult population of the county, and the accessible population (N) was 17,348, which is the adult population in the two sub counties that visited the county offices for services from 2013 to 2016. From this, a sample of 156 was sampled for the survey by disproportionate stratified sampling and simple random sampling where 78 citizens were selected from each sub county. Two focus group discussions were also conducted, one from each sub county using 12 participants each, selected purposively by six chiefs in each of the sub counties. Structured questionnaires and focus group discussion guide were the instruments of data collection. The instruments were given to experts for validation. The questionnaire was pilot tested on 16 residents at Ndhiwa sub-County in the neighboring county to ensure reliability. A Cronbach alpha value of 0.860 was attained which exceeded the recommended level of 0.700, thereby indicating reliability. Quantitative data was analysed using percentages, difference, means, paired t test and Hotelling's t squared test at 5% significance level by the help of STATA software. On the qualitative data, thematic content analysis and constant comparison analysis were used by the help of Weft.qda software. The findings indicate dissatisfaction on the status of governance in both sub counties, and also a difference in perceptions of citizens from the two sub counties with citizens from Nyatike Sub County expressing significantly more dissatisfaction compared to those from Suba West Sub County. The findings of this study are of importance to the policy practitioners and county government officials in their bid of enhancing good governance.

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## **LIST OF ABBREVIATIONS AND ACRONYMS**

CGA	County Governments Act
CKRC	Constitution of Kenya Review Commission
CoK	The Constitution of Kenya, 2010
DFRD	District Focus for Rural Development
GTZ	German Technical Cooperation
IEA	Institute of Economic Affairs
IEBC	Independent Electoral and Boundaries Commission
KADU	Kenya African Democratic Union
KANU	Kenya African National Unity
KLGRP	Kenya Local Government Reform Programme
LASDAP	Local Authority Service Delivery Action Plan
MoLG	Ministry of Local Government Kenya
NPM	New Public Management
SNV (Dutch)	Netherlands Development Organization
UN	United Nations
UNDP	United Nations Development Programme

## CHAPTER ONE

### INTRODUCTION

#### 1.1 Background to the Study

There has been significant progress in the quality of governance or government performance since 1980's. The concept of 'good governance' originated from the development community, and become popular around the world. The World Bank and the United Nations were among the first to recognize the concept of good governance. For example, United Nations (2009) defines governance as the process of decision-making and implementation of those decisions.

Governments practicing good governance are publicly accountable and transparent. They engage the entire polity, taking account of the opinions of minorities and the needs of disadvantaged groups and also ensure that all their citizens have access to the necessary public goods and social services that they need. Good governance gives control of the government to the citizens. An important requirement for good governance is thus decentralization. This is because decentralization ensures political accountability, citizen engagement in running of the government and quality public service delivery to the lower levels and also economic determinism of the local regions and polity. Therefore, in a bid to better governance, governments that were earlier centralized started to decentralize to catalyze development at the local levels and actualize the practice of good governance. Decentralization is thus a very essential element of governance (Smoke, 1994).

African countries are examples of countries that had highly centralized governance systems and practices before, till the 80's. According to Kauzya (2007), kings had all authority and political power in the pre-colonial era. In the colonial and immediate post-colonial periods, this remained the case because governance was structured and practiced the same way with head of National governments shouldering all authority. African countries started adopting decentralization when pressure to decentralize to develop and also promote the welfare of citizens was overwhelming.

Kenya has had a centralized governance framework until the adoption of the current constitution in 2010. However, Kenya had tried to decentralize over the years since independence; some of the decentralization measures being: Regionalism entrenched in the independence constitution of 1963, advocated by Kenya African Democratic Union (KADU).

This was however abolished in 1964 through amendment of the constitution advocated for by Kenya African National Union (KANU) which made Kenya a unitary state; the local Authority system adopted from the British Colonial government; and District Focus for Rural Development (DFRD) of 1983 which ceased functioning in 1990s due to lack of resources. The decentralization that Kenya adopted after promulgating the new constitution of 2010 is devolution which spreads out political, fiscal and administrative powers to the counties (Muia, 2008). It is therefore the most ground-breaking and ambitious decentralization reform that Kenya has ever taken up. Devolved structures, institutions and their relationships with the national government were therefore established in and protected by the Kenyan constitution which is the supreme law of Kenya.

Devolution was an important step towards promotion of good governance. Unlike the national government, devolved units, in Kenya's case, counties are better placed to deliver social services to the people, because the challenges a county faces is specific to it and only its local leadership with its local knowledge is able to address them effectively ( World Bank, 2012). However, the various counties in Kenya are not completely resolving these challenges. With good governance, which is characterized by accountability, transparency, responsiveness and civic engagement, a better improvement is expected. Challenges that have undermined effectiveness in centralized governance such as corruption, have also been replicated in the counties with local elites corruptly getting most of the resources to themselves. Failure of some counties to put in place the systems needed for effective and transparent service delivery in all of their operations and lack of responsiveness in their actions is also a challenge. Opportunities in the communities for engaging the citizens as well as identification of policy options to put forward to improve governance have not been as effective as hoped.

Perceptions of citizens matter. Paul and Sekhar (2000) argue, that clear patterns always emerge from the analysis of the experiences of large numbers of people. When citizens identify specific factors of service as problematic, and they are able to articulate them as feedback through either appropriate government channels or the mass media. It offers the government the opportunity to investigate and resolve the problems, if they are real, or, if they are not to take steps to change public opinion if the perceptions are based on misunderstandings.

Citizens' perceptions on status of governance can be accessed on the three aspects of governance: civic engagement, accountable-decision making and quality of public service. Citizen Satisfaction surveys refer to methods that have been established so as to assess and evaluate the quality of local government services by the various public administration researchers and local governments (Van Ryzin & Gregg, 2004).

Citizen satisfaction surveys have been used in several countries such as the UK, Canada, Russia, Commonwealth of Australia (Higgins, 2005). It is also noted that a steadily growing number of US cities engage in conducting a large-scale general population survey regularly (Poister & Streib, 1999). Its objective is to establish and test the overall model of satisfaction with the local government services that serves as the nexus between evaluations of specific services (such as highway conditions, fire protection services or cleanliness) with the overall satisfaction judgments which people make about the performance of their local government.

Migori County is one of the forty seven counties in the republic of Kenya. Since formation of the forty seven counties, there has never been a comprehensive assessment and documentation of the status of governance in any of them. Recognizing that devolution is made good by enhancing good governance of civic participation, good governance of quality public service delivery and good governance of accountable-decision-making in the counties, county officials have the duty to establish and sustain good governance. The county governments, Migori amongst them, must thus recognize the critical importance of promoting good governance. Seeking citizens' perceptions on their views of the current status of how the devolved units deliver public goods is a good evaluative move to help seal quality and equity gaps.

It was therefore the object of this research to look at Migori Citizens' perceptions on the status of governance of Migori county government and recommend policy options for enhancement.

## **1.2 Statement of the Problem**

Kenya adopted devolved governments upon promulgation and enactment of The Constitution of Kenya, 2010. It was expected that the status of good governance would be enhanced by the adoption of the constitution of Kenya. To achieve and maintain good governance, the status of good governance needs to be tracked regularly, especially from the perceptions of the citizens; so as to monitor progress from their feedback. Citizens' perceptions on status of

good governance in the counties had not yet been determined, analyzed and documented. It is in light of this that this study sought to find out and analyze the citizens' perceptions on the status of good governance practices in Migori county and recommend policy options.

### **1.3 Purpose of the Study**

The purpose of this study was to find out and analyze the citizens' perceptions on the status of good governance in Migori County and recommend policy options for enhancement.

### **1.4 Objectives of the Study**

- i) To determine the citizens' perceptions on the status of quality public service delivery in Migori County
- ii) To determine the citizens' perceptions on the status of civic engagement in Migori County
- iii) To determine the citizens' perceptions on the status of accountable-decision making in Migori County
- iv) To identify citizens' views on what should be done to enhance good governance in Migori County

### **1.5 Research Questions**

- i) What are the citizens' perceptions on the status of quality-public service delivery in Migori County?
- ii) What are the citizens' perceptions on the status of civic engagement in Migori County?
- iii) What are the citizens' perceptions on the status of accountable-decision making in Migori County?
- iv) What are the citizens' views on what should be done to enhance good governance in Migori County?

### **1.6 Significance of the Study**

The study is expected to contribute to the body of knowledge already existing on governance. The findings from this research might thus be a useful source of information to County administrators on feedback and perceptions of the citizens. The citizens in the counties and policy makers within the new devolution framework in Kenya will also benefit since the study identified and recommended policy options of enhancing good governance. The research findings would also be a useful source of information for researchers and

development practitioners as it informs them and also engages them to further the research to other counties and in detail. This study also extends the understanding of good governance by looking at citizens' satisfaction with governance in the realms of not only public service delivery but also civic engagement and citizens' participation in decision making. The findings from this thesis will help to bridge the information gap on good governance.

### **1.7 The Scope of the Study**

The study was carried out to determine citizens' perceptions on the status of governance in Migori County. This study focused on determining the citizens' perceptions on civic engagement, accountable-decision-making and quality public service delivery and what participants think should be done to improve governance in the county. The perceptions were determined from the politically active citizens as well as those who have been served at least once in any of the county offices. It was conducted in Suba West and Nyatike sub counties of Migori County from 2016 to 2017.

### **1.8 Limitation of the Study**

- i) County governments are new and may not have mature structures for good governance in place hence objective in-depth assessment was hindered.
- ii) The results may not be generalized to the rest of the country, since it focused only on the perceptions of citizens in Migori County.

### **1.9 Assumptions of the Study**

- i) The respondents answered all questions honestly.
- ii) The respondents understood what good governance entails.



## 1.10 Operational Definition of Terms

**Accountable-decision-making:** This means acting visibly and being answerable to those actions. In this study it refers to how public officials act transparently and are answerable in relation to their actions.

**Citizen:** A person who is a member of a particular country, born or lives there. In this study it refers to a person born or lives in Migori County.

**Civic Engagement:** This is the collective involvement of general public in the political processes and issues that affect them. In this study it refers to, participation by citizens, consensus building, equity and inclusivity and political voice in all governance issues.

**Extent:** This is the degree to which something has spread; the size or scale of something. In this study it refers to how far good governance practices are practiced.

**Good Governance:** This is the process and system of making decisions. In this study good governance refers to the processes of decision-making, public service delivery and civic engagement

**New Public Management:** Management techniques drawn mainly from the private sector that shifts emphasis from traditional public administration to public management in a bid to enhance efficiency, responsiveness, effectiveness and accountability. In this study it refers to concepts of public service reform as evident in county government public service delivery

**Policy:** A course or principle of action or inaction adopted or proposed by a government. In this study policy refers to the actions by National and County governments that affect governance at the local level.

**Public Service Delivery:** It's the provision of services that are funded with public money by the government. In this study the focus will be on the effectiveness, efficiency and responsiveness of this provision by county governments.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

This chapter provides the existing literature that was reviewed during the study about governance, perceptions on quality and customer satisfaction, decentralization, devolution in Kenya and policy formulation rationale as presented in respective themes below. This literature is thus sub-divided into the following topics; Governance and decentralization, History of devolved governments in Kenya; Good governance in public service delivery; Good governance through civic engagement; Good governance through accountable-decision-Making; Perceptions, quality of service and customer satisfaction; Towards policy formulation; Theoretical framework and Conceptual framework.

#### **2.2 Governance and Decentralization**

Government is made up of the structures and systems established for service delivery and ensuring voice and also protection of all people who fall under its authority. According to German Technical Co-operation (GTZ) (2005), governance is the process of decision-making and how those decisions are acted upon. According to United Nations Economic and Social Council (2009), good governance has 8 major features. It is consensus oriented and participatory, accountable to the people, transparent, effective, efficient, equitable and inclusive, very responsive, and follows the rule of law most importantly. These 8 features are further combined into 3 major features of civic engagement, accountable-decision-making and quality public service delivery.

One essential element of governance is decentralization (World Bank, 2007). In Africa decentralization was more pronounced in the 1990s out of dissatisfaction by centralized systems of economic planning which were very inefficient thus reformers suggested the move of authority from the grip of central government to the people and induce development at the local level (Kauzya, 2007). According to Rondinelli cited by (Muriu, 2013), decentralization is the transfer of authority and responsibility of public functions to subordinate government organizations or quasi-independent subordinate governments. According to Oloo cited by (Mwenda, 2010), There are 3 fundamental dimensions of decentralization which are: Administrative decentralization which is the transfer of responsibility for planning financing and management of public functions with its main objective being strengthening the subordinate units; political decentralization which transfers political power with and its main

objective being increased accountability and citizen participation; and fiscal decentralization which is the transfer of financial resources with its objective being promotion of economic determination of the units.

Mwenda (2010) cites Oloo further that the types of decentralizations are: devolution, de-concentration, and delegation. He adds that de-concentration refers to the administrative decentralization of some functions to the field units. District focus for rural development established by Kenya government in 1983 is an example of one de-concentration decentralizations. In delegation the local government transfers decision making to the field units. Local authorities established by Local Government Act of 265 was one of delegation decentralizations in Kenya. Devolution however is an arrangement where all the three fundamental dimensions are transferred (Muia, 2008). By extension, devolution is stipulated in the constitution and powers of the devolved units given by legislation (CKRC, 2002, Mwenda 2010). Thus in devolution there is more downward accountability and autonomy. The table below represents the arrangements explained above diagrammatically.

Table 1  
Summary of Decentralization Arrangements

Type \ Dimension	De-concentration	Delegation	Devolution
Administrative			
Fiscal			
Political			

It can be seen that the devolved government therefore, has opportunities of addressing the variety of local needs and challenges. Proponents of devolution defend it by arguing that it improves the local public service provision in three ways (Azfar, et al., 2004; Ahmad, et al., 2005; Robinson, 2007; Mwenda, 2010). First, devolution shortens distance between the citizens and those in authority thereby providing better understanding of citizen’s needs and as a result, efficiency in resource allocation is improved. Secondly, it increases accountability through provision of information to the local residents. Lastly, it helps reduce corruption by distributing authority on public goods and services to different actors who in turn provide checks and balances on each other.

The way to make decentralization work is to enhance direct participation of citizen in governance process; enhance accountability of elected officials and enhance responsive and efficient public service provision (Gaventa, 2005).

### **2.3 History of devolved governments in Kenya**

African states have suffered with poor governance due to centralized systems (Ghai, 2005). This state of affairs ignited the quest for alternative system of government. In the 1990s, African countries started decentralizing (Kauzya, 2007). Without sufficient political institutionalization, excessive centralization of power favored the incumbent regimes and their supporters and this meant unequal allocation of resources (Nasongo, 2002; Mwenda, 2010).

Kenya however over the years since independence in 1963 had tried to decentralize its governance. It had inherited a centralized system of government from the British colonial government but in 1963 the nationalist movement comprising of KADU (Kenya African Democratic Union) and KANU (Kenya African National Union) agreed on regionalism as a framework of governance at independence (Kanyinga, 2006; Mwenda, 2010). It was a political system in which power was transferred to semi-autonomous regional units. But KANU favored a highly centralized government, it only supported regionalism to expedite independence (Getzel, 1970; Mwenda 2010). These regional units were entrenched in Kenya independence constitution of 1963 (CKRC, 2002; Kibwana 2002). This system was referred to as semi-federalism because it lacked political will and financial independence. Regionalism was thus never operationalized by KANU after it came to power. The central government retained much control of the civil service than constitutionally allowed. It used former Provincial Commissioners to maintain direct control (Kibwana, 2002)

In 1964, KANU conducted public rallies and wooed public support to abolish regionalism. The constitution was then amended abolishing this. It also wooed KADU opposition leaders to cross the line and join them. Thus in December 1964, Kenya became a republican state (Kibwana, 2002; Oloo, 2006). The local governments under the ministry of local government were the only form of decentralization left. As Ndulo (2006) ascertains, the local governments were centrally controlled through Ministry of Local Government thus power remained centrally consolidated. They only exercised power delegated to them and only

established under legal provisions and not constitution meaning, they were at the mercy of the executive should the executive feel threatened by them.

In 1983, DFRD (District Focus for Rural Development) was established, though its initiation can be traced back to 1970's as a result of the report of Kenya commission of inquiry on public service structure known as the Ndegwa report. The report said processes and planning extended only to the provincial levels and not to the field units (Alila & Omosa, 1996). Thus recommended planning and processes be extended to the district and division levels. At the beginning of 1990 they became extinct due to lack of resources.

LASDAP (Local Authority Service Delivery Plan was formed under Kenya Local Government Reform Program (KLGRP) with objectives of restructuring local public sector, improve public expenditure and strengthen local level accountability (Oyugi & Kibua, 2006). It was however not until 2005 when guidelines were published (MoLG, 2009).

Kenya set up a constitution review committee in 1997 to review the constitution. From thence Kenyans waited for years desiring for a change and among the changes was devolution with hope that resources will be allocated equitably and accountability is increased. The main reason why the 2005 Constitution was rejected was the fact that the provision on devolution was left out. All these, devolution of power and resources, advanced human rights provisions and public finance management culminated into adoption and enactment of the new constitution of 2010 that granted Kenyans their desires. This is the most ground-breaking and ambitious decentralization reform that Kenya has ever adopted, because it devolved governance to 47 counties. This as International and local observers say, was a manifestation of the people's desire for change, transparency, efficiency, accountability, and democracy. The county structure and institutions and their relationship with the national government was established in and is protected by the Kenyan constitution of 2010. This therefore makes devolution an integral part of Kenya's governance system by law.

#### **2.4 Good Governance in Public Service Delivery**

Good governance requires that institutions serve all stakeholders within a reasonable and acceptable time-frame. It means that institutions and processes produce results that satisfy the needs and meets the needs of society while using resources at their disposal at best (IEA, 2010). Public service delivery is thus mandatory to county governments. Effectiveness, efficiency and responsiveness are also very key in improving public service delivery. .

Notably, New Public management (NPM) was introduced in 1980's to improve public service delivery by reconfiguring the state to more cost-efficient and effective lines (Hood, 1991).

NPM was meant to benefit the citizens. They aimed at making public service more responsive. Policy practitioners laud NPM and say that it has improved efficiency, effectiveness and responsiveness of public services (Andrews, 2010). Effectiveness, efficiency and responsiveness are also the principles to which NPM operates along. Boyne, Farrell, Law, Powell and Walker (2006) while assessing public service delivery in housing, health care, and education the developed a 3 criteria; effectiveness, efficiency and responsiveness. Just like their study, this will be based on the three criteria to assess governance in the realm of public service delivery.

Surveys are a good tool that county governments can use for efficient delivery of services.. Simple surveys of the local populace that are done frequently can be used to examine satisfaction with governmental programmes and be used to determine the needs and wants of the local population. For instance, in Colombia local government authorities have employed the use of surveys to successfully gauge local preferences and reshape politically based programs (Fiszbein, 1997). They ask the communities to evaluate impact of the current administration's performance biannually with notable emphasis on the implemented projects during the given period of time, and then identify the programs which the incoming administration should work on in priority. In the Indian state of Bangalore, surveys have been employed with favorable results to evaluate user satisfaction with services and identify core areas that need improvement urgently (Paul & Sekhar, 2000). Based on these survey results, "report have been given for different public agencies which have been ranked in accordance with their output

In measuring service quality, Kotler and Keller (2009), identified essential variables such as reliability, responsiveness, assurance, empathy and tangibles. Reliability is the ability to perform promised service dependably and accurately. Responsiveness is the willingness of the service provider to help customers to provide prompt services and have the knowledge to answer questions and handle complaints. Assurance provides security to customers with their transactions and employees which are consistently courteous. Empathy is how the employees give individual attention to their customers and who deal with them in a caring fashion. Tangibles are the appearance of physical facilities, employees who have a neat and

professional look, equipment, printed and visual materials associated with the service. These variables capture in them efficiency, effectiveness and responsiveness (Kotler and Keller, 2009).

## **2.5 Good governance through civic engagement**

According to Gaventa (2005), civic engagement and voice is how citizens express their views, opinions and preferences and engagement is the mechanisms put in place to allow citizens voice their concerns. Thus citizen engagement and voice ensure public goods are consistent with preferences.

Songco as cited by Heimans (2002) lists a number of direct material benefits that the poor get as a result of increased citizen engagement in expenditure management process. These benefits are: (a) changes in priorities in agenda setting for policy, (b) increased budgetary allocations, (c) minimized corruption and misappropriation, (d) Optimal use of scarce resources, and (e) better public services.

Citizens' engagement can produce more efficient and effective local governments. Citizen participation is an important factor for success and prosperity of local governments, and promote the quality of good governance. According to Heimans (2002) engagement is mostly seen in expenditure side of the government's functions. A good example is a good number of civil society organizations in Kenya that concentrate their engagement activities on the expenditure side compared to other government functions. Proponents of participation claim that active engagement in budget processes leads to empowerment of the poor and formulation of pro-poor policies. This is important since it opens up and democratizes this realm of civil participation that was rather a prerogative of few elites and technocrats.

Reviewing works by other scholars on civic engagement indicate that there are four elements of the public expenditure management process which are consistent: budget formulation, analysis, expenditure-tracking, and monitoring of performance (Songco, 2001; Heimans, 2002). Formulation is the stage the government draws an expenditure and revenue plan which they pass to legislature for approval. Civil society could propose alternative proposals if unsatisfied with the budget. Analysis is the stage the budget is scrutinized against priorities and commitments. Tracking allows citizen groups to review disbursements and ensure that expenditure commitments are met and performance monitoring determines whether implementation is achieving set objectives.

Inclusion and equity is another element of civic engagement to consider when engaging citizens. Governance only becomes meaningful as a system operating on democratic principles when it adheres to values and practices that stress people's empowerment, gender equality, legitimacy, transparency, accountability, participation and effectiveness (Netherlands Development Organization (SNV), (2001). Policies, programs, and practices should be analyzed to determine whether they promote the social and economic inclusion of individuals, families, and communities especially those that were marginalized before.. Inclusion should be based on: Social Justice; Valuing Diversity; Opportunities for Choice; Entitlement to Rights and Services; and working Together.

"A society's well-being depends on ensuring that all its members feel that they have a stake in it and do not feel excluded from the mainstream of society. This requires all groups, and particularly the most vulnerable have opportunities to improve or maintain their well-being."

## **2.6 Good Governance through Accountable-Decision-Making**

Accountable decision making is very important in governance. This study has operationalized this to include accountability, transparency and rule of law. Accountability is the ability to answer for one's actions (Blair, 2000). Devolution can be successful if public servants are held accountable. There are two directions of accountability: upward and downward. Upward is that which lower level governments or government entities account to the higher entity, that is, towards the overseeing government body. This could be through internal and external audit reports. Downward on the other hand is the accountability to the citizens (World Bank, 2007).

It is important to design policies that enable citizens' direct engagement to demand accountability. Blair (2000) argues accountability is when people are able to hold the government responsible for how it is leading them. Upward accountability is not sufficient to ensure local government accountability and that's why downward accountability is very critical for devolution to be a success (Agrawal & Ribot, 1999)

Government accountability has been considered as one of the essential dimensions of good institutional qualities (Kaufmann, Kraay, & Mastruzzi 2005). Accountable government is believed to provide citizens with reliable information regarding policy decisions, valid explanations for government actions, and take formal responsibility for the consequences of government decisions and actions (Mulgan, 2000). Government institutions that have such



good traits of accountability can make the governing process more transparent and less vulnerable to corruption, enhance the rule of law, and improve the overall effectiveness of bureaucracy (Adserà, Boix, & Payne 2003).

Accountability cannot be enforced without transparency and the rule of law (Blair, 2000). Transparency is very important since it helps build trust between the citizens and the leaders. When therefore, the counties fail to put systems needed for effective and transparent service delivery, it creates an environment of mistrust which will render it ineffective (Bergh, 2004).

Shauer (2011) broke down values of transparency into four distinct ones. He said that transparency serves as a regulation, as democracy, as epistemology, and as efficiency. It serves as a regulation because transparency can be a “form of control” especially by allowing society to seek information and consequently may receive critique; as a democracy it gives control of government to the public which is a democratic principle; as an epistemology it gives the truth from which to assess actions and decisions since all information is open; and lastly as an efficiency by allowing market to operate effectively because of the adequate provision of information.

A prerequisite of enhancing transparency and accountability is adherence to the rule of law. According to Sedara (2012), an entity follows the rule of law it's clearly accountable and respectful of evenly applied laws. In addition, the process of enactment, administration and empowerment becomes equitable and just to all. It is adherence to rule of law that transparency and accountability can be ensured.

## **2.7 Perceptions, Service quality and Customer satisfaction**

According to Hansemark and Albinson (2004) satisfaction is an overall customer attitude towards a service provider, or an emotional reaction to the difference between what customers anticipate and what they receive, regarding the fulfillment of some needs, goals or desire.

Perception as well, is an opinion about something viewed and assessed and it varies from customers to customers, as every customer has different beliefs towards certain services and products that play an important role in determining customer satisfaction.

Full customer satisfaction in profit and market-oriented business organizations is factored as an important tool in continuance of businesses. It serves as the ultimate lifeline for their survival, helps them to ward off stiff competition as well as seek to tremendously improve and build market share. This is in contrast with public sector; where profit is not a desire, but this does not negate the fact that eventual customer satisfaction will be treated as being unimportant and be ignored completely. According to existing literatures, continuous engagement in these activities to increase customer satisfaction can build tremendous public trust or confidence; promote integrity, transparency and accountability in the county governments. These activities clearly take into consideration the desire to get increased value for taxpayer's money and better equitable allocation of resources in public sectors. For this reason, the national government needs to deliver high quality services to its citizens. There is therefore an urgent need to exert an effort to evaluate the consistency in satisfaction at all levels of service provision in order to identify the major failing points in the process of service delivery.

Customer satisfaction requires some moments of truth or a firsthand experience of the services being offered before evaluating how satisfied the recipients of services are. According to Lovelock and Wirtz (2008), service satisfaction is a positive disconfirmed expectation. Palmer (2011) also stated clearly that it is a post –consumption experience that succinctly compares perceived quality with the expected quality. Moreover, Baran, Galka and Strunk (2008) argued that satisfaction can be majorly characterized as a post-purchased evaluation of products quality given in pre-purchase expectations.

In governmental point of view, engaging in maximum customer satisfaction survey will help unearth the best available information by gauging and knowing their opinions and perceptions concerning services offered, understand the actual impact of alternative options available and be able to establish whether this would or would not meet their immediate needs and to reduce the risk of any unforeseen consequence (Bourgon, 2007).

Service quality has aroused the most considerable interest and debate in the research literature due to the difficulties in both defining it clearly and measuring it. No consensus among researchers has been arrived at (Wisniewski, 2001). There are quite a number of different "definitions" which have surfaced as to what is meant by the terms service quality. The most commonly used defines service quality as the extent to which a service meets

customers' needs and desires (Wisniewski & Donnelly, 1996). Service quality overallly can be defined as the difference between client desires of service and perceived service.

When desires are greater than performance, then perceived quality is less than the expectations and hence customer apathy occurs (Parasuraman, Zeithaml, Valerie & Berry, 1985; Lewis and Mitchell, 1990). Mostly there exists an important question: why for instance should service quality be measured? Measurement gives room for comparison and analysis before and after changes have been enacted, for the locus of quality related establishments and for projection of clear standards for quality and effective service delivery". Edvardsen, Tomasson, and Ovretveit (1994) state that, , the central starting point in developing quality in the services offered is analysis and eventually measurement.

Deichmann and Lall (2007) posits that both the expectation and performance should be primary or basic determinants of perceived service quality hence satisfaction. A study by VanRyzin and Gregg (2004) found out that there was indeed a strong support for an expectancy disconfirmation model of citizen satisfaction, which focused on the gap between expectations and performance (i.e. perception of quality) of citizens. A study by James (2007) gave the same results, but which used a nationwide sample as well as a much different survey methodology known as online self-administered survey of a national panel.

Quality service delivery should be based on understanding the customers' wants in order to have an idea of how can one perform and deliver service to meet their expectations. The Local government needs to use a systematic process like variables to know the dos and don'ts in serving customers. To meet the needs and wants of customers/constituents, employees should know their perceptions regarding the service. In doing so, they have to make a commitment with the clients by maintaining an open communication with them.

## **2.8 Likert scale and Parametric tests**

Likert scale is a psychometric response scale primarily used in questionnaires to assess subject's perception. Most commonly seen as a 5-point scale (Ordinal data), each level on the scale is assigned a numeric value (Jamieson, 2004). For a long time researchers are confused with the conflicting issues of employing parametric tests for Likert responses. Non parametric tests in comparison to parametric test are less powerful and require more sample size (Sullivan and Artino, 2013).

Carifio and Perla (2008), while resolving the 50-year debate around using and misusing likert scales believe the issue of whether a parametric test or non-parametric one is suited to the analysis of likert scale data stems from the views of authors regarding the measurement level of the data itself: ordinal or interval. Norman (2010) using likert scale data found that parametric tests such as Pearson correlation, T tests and regression analysis can be used with without fear of “coming to the wrong conclusion”. Creswell (2008), also posits that for a likert scale to be treated as interval data there is a necessity to develop multiple categories within the scale, establish equality of variance between each value on the scale and there being normality of the data (continuous data). If these are met then the likert scale can be treated as continuous data.

Carifio and Perla (2008), believe that the root of the confusion is brought by the lack of understanding of the difference between likert scales and likert items. Researchers also analyze the responses of likert scale item by item rather than as a summation of items measuring a particular attribute. They argue that those researchers who hold the “ordinalist” view do not consider the abundance of empirical researches that have supported and proved the Interval view. They said that it is perfectly alright to use the summed scales to conduct parametric tests. Pell (2005) also concurs with this view. He says that parametric tests can be conducted on the summed scores of likert items which forms a likert scale provided that the assumptions are clearly stated and the data is of the appropriate size and shape.

## **2.9 Towards Comprehensive Policy Formulation**

Kenyan citizens have invested in devolution. The Constitution of Kenya, 2010 (Government of Kenya, 2010) lays the basis for promotion of good governance by devolution and by participation of the citizens in order to achieve good public service delivery. Some of the key provisions pertaining to this are: (a) Article 1 (4), which vests Sovereign power to the people at either the National or the county level; (b) Article 174 which gives powers of self-governance to the people and recognizes the rights of communities to manage their own affairs and to further their development;(c) Article 196 which stipulates that county assemblies should conduct their business in an open manner, hold their sittings and those of their committees in public, and facilitate public participation in their operations; and (d) Article 232 which sets expected values and principles of public service as involvement of the people in the process of policy making, accounting to the people for administrative acts, transparency and provision of accurate information to the public in a timely manner.

The county government Act of Kenya (Government of Kenya, 2012), also recognizes this and even enumerates techniques to be used to engage the county citizens as town hall meetings, citizen juries among others. It also articulates clearly that transparency and accountability should be adhered to by the counties. It also sets the mode of public service delivery to be responsive, effective and efficient. This is a mere legislation, operationalization and implementation remains in the hands of the county governments and county citizens. The framework thus, if left at that is inadequate to improve governance.

## **2.10 Theoretical Framework**

This research was conducted within the framework of public choice theory. This study sought to ascertain the relevance of what this theory and to determine citizens' perceptions on good governance. Buchanan & Tullock (1962) present public choice theory as “the economic study of non-market decision-making or simply as the application of economics to political science” (Harmon and Mayer, 1986: 244; Mukundane, 2011). It adapts a number of assumptions as neo-classical market economics in explaining political market. Stoker (1988) says that this theory encourages market-led development as opposed to state-led development. Thus, the market is the optimum and most important element for allocating public goods and making public decisions.

The assumptions are: voters are customers and their politicians are the business people who sell decisions they make to their customers; money used in this transaction is the votes and therefore politicians with the interest of the voters will be voted into power; politicians are rational and they seek to maximize vote utility and thus sell good decisions to the electorate who are the citizens (Stoker, 1988).

Public choice theory analyses the failings of a political system just as market economists analyze the failings of the market. Some of the failings of a political system could include: (a) imperfect information which prohibits both voters and politicians from making informed decisions. Just as voters do not know exactly what politicians will do once they are elected, politicians do not know exactly how popular their policies will be and also (b) unequal distribution of power and resources which means that certain groups or individuals cannot lobby politicians more effectively. This theory therefore argues for reforms such as decentralization among others as alternative arrangements to improve efficiency and effectiveness in service delivery. This theory is important since it provides that the individual residents ought to make choices and decisions on what, which and how public functions should be conducted. They should be involved in budgetary process, in agenda setting, in monitoring and in evaluation of public programs (Buchanan & Tullock, 1962).

## 2.11 Conceptual Framework

A diagrammatic representation of the conceptual framework is presented below.

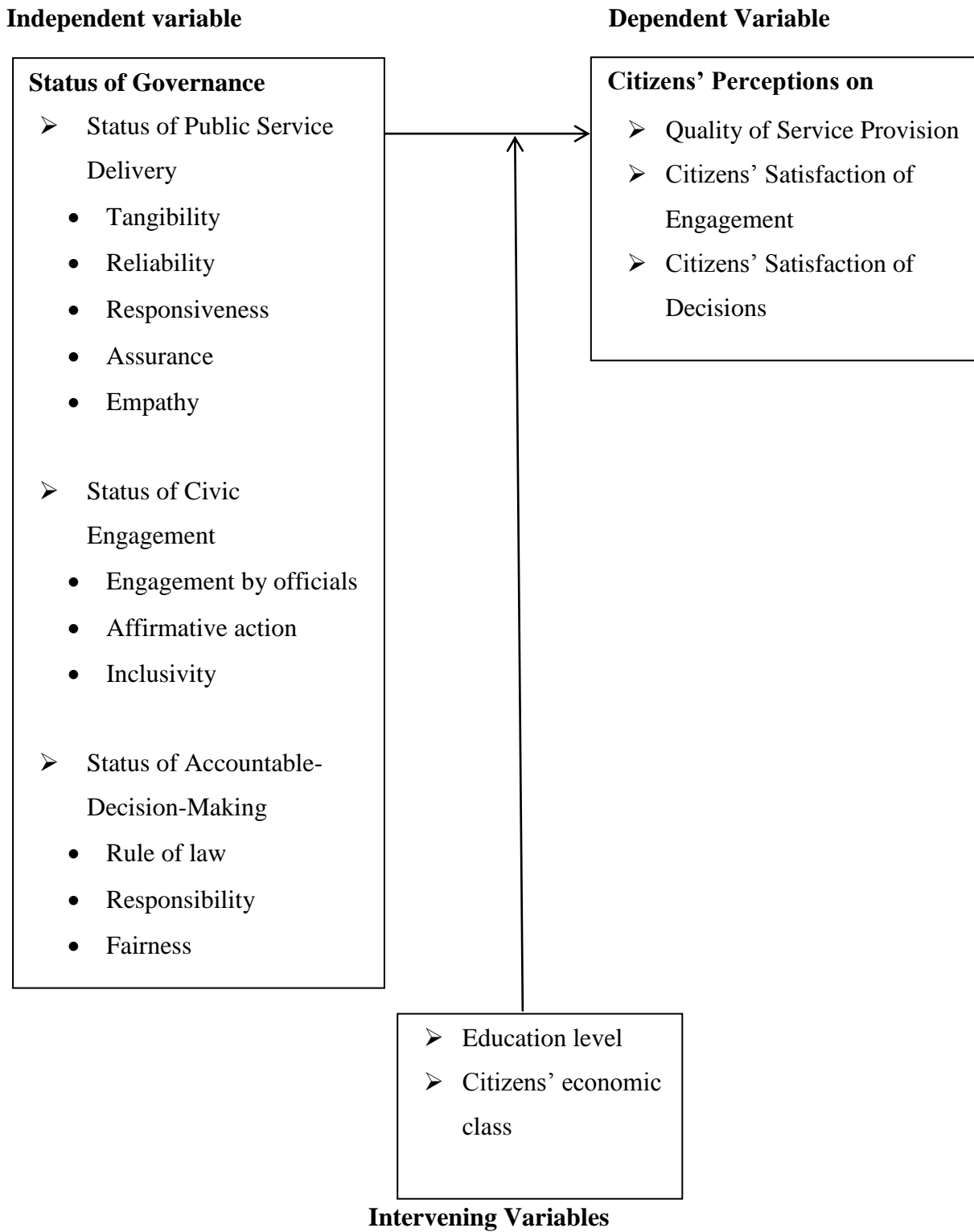


Figure 1: Own Conceptualization of Citizens' Perceptions of Governance

According to the conceptual framework, the research relied on analysis of citizens' perceptions to study the status of governance. Perceptions involve evaluating service quality perceptions, expectations, and customer satisfaction of public goods from individual feelings and experiences. Citizens' perceptions of the role of public administration and their assessment of public services provide valuable information for service delivery. This is because citizens have direct experience of public services in terms of their efficiency, adequacy, accessibility and reliability. In the conceptual framework below, citizens' perceptions are the dependent variables that were evaluated in relation to status of governance. Indicators of perceptions are perceived quality, satisfaction and perceived value for money. The independent variable is the status of governance. Indicators of status of governance are the status of the three aspects of governance that this study is concerned with which are: status of public service delivery, status of civic engagement and status of accountable decision making. With a good state of governance it is expected the citizens' perceptions will be positive. The perceptions would be further affected by the education level of respondents, their party affiliation and their economic class. Such variables are called intervening variables.



## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter describes the research design, population of study, sampling design, research instruments, data collection tools, data analysis and presentation, and the ethical considerations that this research used to study citizens' perceptions on civic engagement, accountable-decision-making and quality public service delivery in Migori County.

#### **3.2 Research Design**

This study used a case study research design where a diverse case (Case showing a full range of variations on the variables of interest and may be understood in terms of various causal paths. They encompass full range of variations that are likely to enhance the representativeness of the sample of cases chosen by the researcher. The diverse case in this study entailed two among the eight sub counties in the county. The sub-county with the highest and the lowest number of administrative units, showing full range of administrative units, were selected purposively.

The study was both quantitative and qualitative with one objective being answered quantitatively and the other three qualitatively. Quantitative survey was conducted using a structured survey questionnaire to find out the citizens' perceptions on the status of public service delivery in the county. Qualitative focus group discussions was also conducted to find out the citizens' perceptions on status of civic engagement, accountability in decision making and views on areas of improvement.

#### **3.3 Study Area**

This study was carried out in Migori County during the months of February to April, 2016. Migori County has 8 sub counties which are: Kuria East, Kuria West, Rongo, Awendo, Suna East, Suba West, Uriri and Nyatike. The number of locations in each sub county are: Suna East-10; Suba West-6; Nyatike-24; Kuria East-13; Kuria West-14; Awendo-7; Uriri-7 and Rongo-7. The sample was drawn from Nyatike Sub County representing the Sub County with many administrative units and having a large rural population, and Suba West sub county representing the sub county with least administrative units and having a large urban population. The rationale for selecting Migori County was because it is among the counties listed by Auditor general as misappropriating funds.

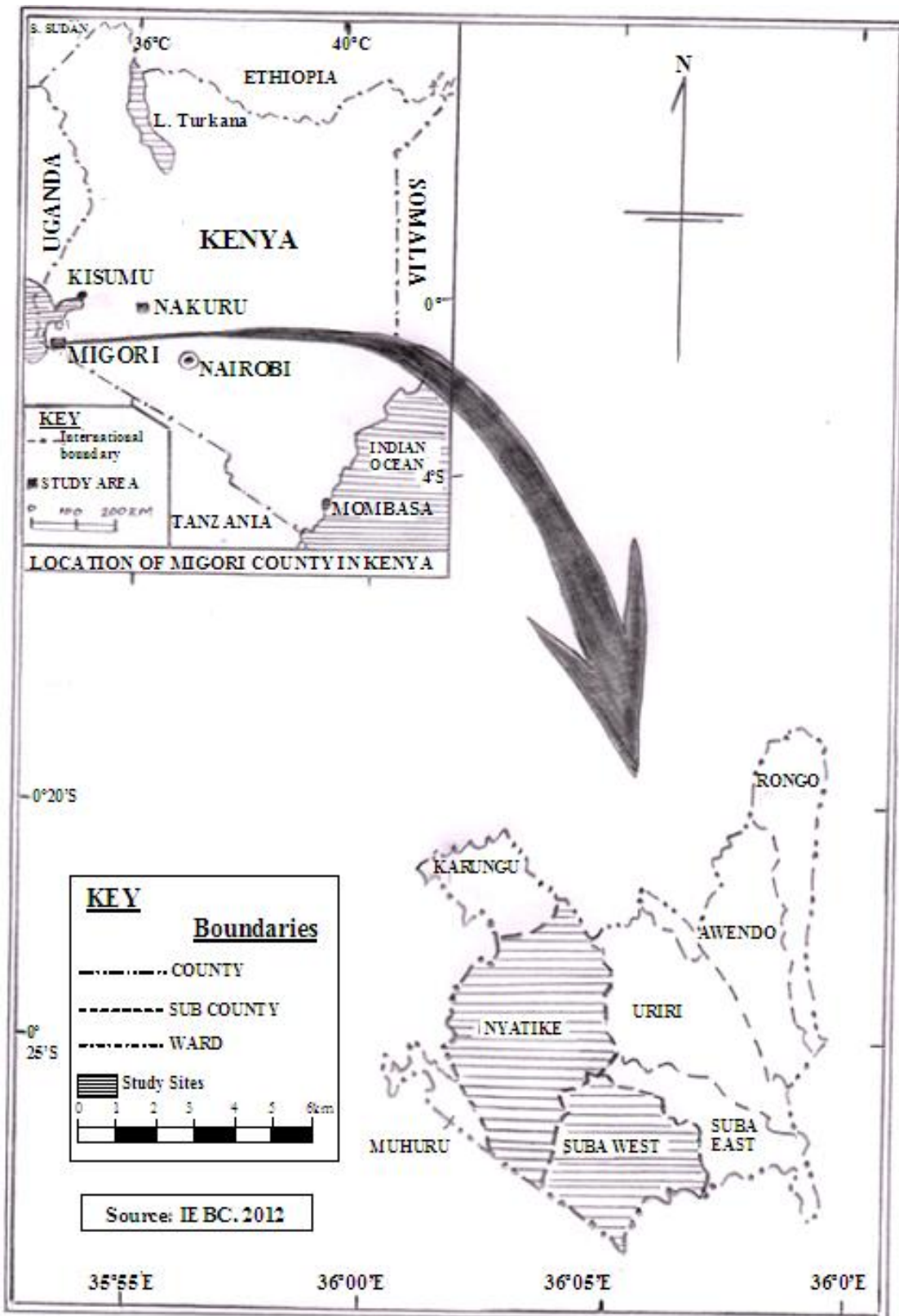


Figure 2: Map of Migori County (IEBC, 2012)

### 3.4 Population of the Study

The target population of the study was the 453, 362 adult population of Migori County. The accessible population was 17,348, the adult population of Suba West and Nyatike Sub County who sought services from the County offices by May 2017.

### 3.5. Sampling Procedure and Sampling Size

The study adopted purposive, disproportionate stratified sampling and Simple random sampling. From the accessible population of 17,348, a sample size was drawn using Nassiuma's formulae (Nassiuma, 2000):

$$n = \frac{NC^2}{C^2 + (N - 1) e^2}$$
$$n = \frac{17,348 \times 0.25^2}{0.25^2 + (17,348 - 1) 0.02^2}$$
$$n = \frac{1,084.25}{6.97151}$$
$$n = 155.5259$$

Thus, the sample size is 156 respondents

Where: n = Sample size,

N = Population,

C = Coefficient of variation,

e = Standard error.

C=25% is acceptable according to Nassiuma (2000), e = 0.02 and N= 17,348

Suba West and Nyatike Sub Counties were selected purposively. Nyatike is a Sub County with the most administrative units and having a large rural population compared to Suba West Sub County. All the names of citizens were taken from each of the two sub counties recorded at the county service access desk- an office at the entrance of the county

headquarters where all citizens in need of any county service register first- and sampled from those. Disproportionate stratified sampling was used by picking 78 citizens from each sub county then selecting from the list of names from each of the sub county recorded at the service access desk through simple random sampling. Excel random sample software was used to select the participants. These citizens were then contacted to respond to the questionnaire on public service delivery.

Six chiefs in each sub county were then selected by convenience sampling. These chiefs helped the researcher get two names of most politically active citizens in each location that they head, gender-sensitively, for the focus group discussions. Thus, the researcher got 12 names from Nyatike sub county chiefs and 12 names from Suba West sub county chiefs. The researcher then informed all the citizens of the study and requested them to participate. Thus the focus group discussions were two (N=2).

The use of both questionnaire and focus group discussion helped in triangulation thus ensuring credibility and dependability of results found. Sample mortality was taken care of by re-sampling because it was easier with the use of excel random sample software.

### **3.6 Instrumentation**

The study used standard questionnaire and focus group discussion guide to collect data.

#### **3.6.1 Questionnaire**

This study adopted the SERVQUAL questionnaire to measure the quality of service in the county government. This tool has been extensively applied in researches seeking to measure the quality of public service from a customer's perspective for a long time. It was developed by Parasuraman *et al.* (1985). SERVQUAL compares customers' expectations before a service encounter and their perceptions of the actual service delivered. (The SERVQUAL instrument has five generic dimensions or factors and are stated as follows (Van Iwaarden, van der Wiele, Ball, & Millen, 2003):

- (1) *Tangibles*; Physical facilities, equipment and appearance of personnel.
- (2) *Reliability*; Ability to perform the promised service dependably and accurately.
- (3) *Responsiveness*; Willingness to help customers and provide prompt service.
- (4) *Assurance* (including competence, courtesy, credibility and security); Knowledge and courtesy of employees and their ability to inspire trust and confidence.

- (5) *Empathy* (including access, communication, understanding the customer); Caring and individualized attention that the firm provides to its customers.

The SERVQUAL instrument has 22 statements that measure the performance across these five dimensions, using a seven point likert scale measuring both customer expectations and perceptions (Gabbie & O'Neill, 1996). The researcher self-administered the questionnaires. The questionnaire sample is as attached in Appendix A.

### **3.6.2 Focus Group Discussion Guide**

Focus group discussions were conducted with 12 residents of each of the two sub counties. There were two discussions, one in each sub-county. The discussion schedule was used to find out the status of Civic Engagement and Accountable-Decision-Making as per the views of the residents. The Schedule also sought to find out recommendations from the residents. The residents were selected purposively by six chiefs from each of the sub county. The researcher made appointments with these respondents and conducted the discussions at the various sub county social halls as was convenient for them. Discussions were not tape-recorded at their request.

### **3.7 Validity and Reliability**

Validity and reliability were ensured as discussed below:

#### **3.7.1 Validity**

To ensure internal, construct and content validity of the research instrument, the research instruments were given to the supervisors and experts in the faculty of education and community studies for expert judgement and thereafter corrections made as necessary. This was done by checking the instrument items against the study objectives. The use of real-life settings and ensuring the sample was representative of the population of study improved external validity. Validity ensures research outcomes truly reflect the phenomenon the study is trying to measure (Mugenda & Mugenda, 2007).

### **3.7.2 Reliability**

Reliability of the questionnaire was tested by pilot testing and internal consistency gauged. To test the internal consistency of the items listed on the questionnaire, the researcher used the Cronbach alpha coefficient. Cronbach's alpha is a statistic coefficient (a value between 0 and 1) that is used to rate the reliability of an instrument. The questionnaire was pilot tested at Ndhiwa sub-county in Homa-Bay County. Homa-Bay County is the neighboring county with similar characteristics as Migori County, and Ndhiwa sub-county is a typical example of the sub counties in the county. 10% of the sample size number was used to test reliability. 16 questionnaires were thus, randomly given to citizens at Ndhiwa. After getting the results, the data set was split into two and a score for participants calculated from each half of the scale. Cronbach alpha value of 0.860 was attained which exceeded the recommended level of 0.700, thereby indicating reliability (Malhotra, 2010). An average inter-item correlation value of 0.299 was recorded on the scales. This suggests convergent and discriminant validity, as this value fell within the recommended range of 0.15 to 0.50 (Clark & Watson, 1995). If a scale is very reliable, respondents get same scores on either half of the scale such that, the correlation of the two halves is very high. Reliability denotes the degree to which findings can be reproduced by another researcher (Kothari, 2008).

### **3.8 Data Collection Procedure**

An introductory letter was obtained from Egerton University board of post graduate studies to assist in obtaining a research permit from the National Commission for Science, Technology and Innovation before starting the research process. The County research officer and the County commissioner were visited and informed of the study. Thereafter, the public service access desk was requested for a copy of the list of the citizens from the two sub counties who had ever visited the county for any service from 2013 to 2017. The list formed the sample frame from which the seventy eight respondents from each sub-county were randomly selected to answer the research question on the status of service delivery quality in the county.

Six chiefs in each sub-county were informed of the study and the intention to get their assistance in selecting and easily locating two politically active respondents from the locations the chiefs head for the focus group discussions. The participants were then contacted and informed and prepared for the study.

Questionnaires were taken to the participants at their homes during the month of February 2016. The participants were introduced to the purpose of the research and sought their consent to participate in the research. The focus group discussions were conducted during the month of March 2016. The discussions were recorded using a pen and paper since the participants were not ready to be videotaped.

### **3.9 Data Analysis**

Quantitative and qualitative techniques were used to analyze data.

Objective one which was to determine the citizens' perceptions on the status of public service delivery in Migori County was analyzed using STATA software. Quantitative analysis was performed on the data from the SERVQUAL survey. The expectations and perceptions of the quality of the public service delivery were analyzed by frequencies, percentages and means. The gaps were determined by subtracting the expectations from the perceptions. Statistical significance between the mean of perceptions and the mean of expectations was analyzed in both sub counties through two sample t test and significance in gaps of the two sub counties analyzed through Hotelling's T squared test at 5% significance level.

The researcher took note of requisites of parametric analysis of likert data since there has always been a controversy on whether to treat likert data as ordinal or as interval. For likert data to be treated as interval data there is need to develop multiple categories within a scale, establish equality of variance between each value on the scale and normality of the data. This data analyzed met all these requirements.

Objective two which was to determine the citizens' perceptions on the status of civic engagement in Migori County was analyzed using weft.qda software. This involved analyzing qualitative data from the focus group discussions as per the predetermined theme and sub themes. Analysis procedure involved thematic content analysis of the deductively formed category of civic engagement. The data was analyzed using six steps. First the data was transcribed, secondly categories (themes) and sub themes were identified, then coding was done, then collating and recoding different extracts of each data item, and finally production of the final report.

Objective three which was to determine the citizens' perception on the status of accountable decision making in Migori County was analyzed using weft. Qda software where thematic

content analysis was performed on the qualitative data obtained from focus group discussions with the help of weft. Qda software. The data was analyzed through six steps that involved transcription, categorization (themes) and sub themes, coding, collating, recoding different extracts of each data item and finally production of the final report.

Objective four which was to determine the citizens' views on what should be done to enhance good governance in Migori County was analyzed using constant comparison. Constant comparison analysis entails:

The researcher beginning with a particular incident from the discussions, field notes, or document and compares it with another incident or incidents in the same set of data or in another set. These comparisons lead to tentative categories that are then compared to each other and to other instances. Comparisons are constantly made within and between levels of conceptualization until a theory can be formulated (Merriam, 1998:159).

There are three levels of analysis generally (Merriam 1998:178-87). The basic presentation of a study's findings is a descriptive account. A level deeper is construction of categories of themes that capture recurring patterns. These categories are abstractions derived from the data, not the data themselves. The third level of analysis involves "making inferences" (Merriam, 1998:187). This study attempted to move beyond description into conceptual analysis and further to inference making.



Table 2

Matrix Showing Summary of Data Analysis Procedures

<b>Research Objectives</b>	<b>Independent Variables</b>	<b>Dependent variables</b>	<b>Statistical Procedures</b>
i. To determine the citizens' perceptions on the status of quality public service delivery in Migori County	Status of quality public service delivery	<b>Perception of quality</b> <ul style="list-style-type: none"> <li>• Tangibility</li> <li>• Reliability</li> <li>• Responsiveness</li> <li>• Assurance</li> <li>• Empathy</li> </ul>	Percentages, Frequencies, means, Two-sample T-test, Hotelling's T squared
ii. To determine the citizens' perceptions on the status of civic engagement in Migori County	Status of Civic engagement	<b>Perception towards status of</b> <ul style="list-style-type: none"> <li>• Engagement by County</li> <li>• Affirmative Action</li> <li>• Inclusivity</li> </ul>	Thematic content analysis
iii. To determine the citizens' perceptions on the status of accountable-decision making in Migori County	Status of Accountable-Decision-Making	<b>Perceptions towards status of</b> <ul style="list-style-type: none"> <li>• Rule of law</li> <li>• Responsibility</li> <li>• Fairness</li> </ul>	Thematic content analysis
iv. To identify citizens' views on what should be done to enhance good governance in Migori County	Views to enhance Good governance	Views on improving Public Service Delivery Civic engagement Accountable-Decision-Making	Constant comparison analysis

### **3.10 Ethical Considerations**

The entire research process was conducted with due respect to ethical considerations in research. The researcher obtained informed consent of the respondents to participate in the study. The researcher was careful to avoid causing physical or psychological harm to respondents by asking embarrassing or irrelevant questions, using threatening language or making respondents nervous. The researcher also treated the respondents' views with respect and utmost confidentiality. In general, a high degree of openness regarding the purpose and the nature of the research was observed by the researcher.

## CHAPTER FOUR

### RESULTS AND DISCUSSIONS

#### 4.1 Introduction

This chapter presents the results and analysis of data collected in this study. Analyses of respondents' perceptions on the status of governance and a comparison of the two sub counties on the status of governance are presented. The study employed descriptive statistical analyses, inferential statistics and qualitative analyses.

#### 4.2 Respondents Response Rate

A total of 156 questionnaires were issued for the study out of which 140 questionnaires were given back indicating 89.7% response rate which was deemed excellent having surpassed the standard of 80%. Table 3 below presents this information clearly;

Table 3

Respondents Response Rate

<b>Response Rate</b>	<b>Frequency</b>	<b>Percentage</b>
Response	140	89.7
Non – response	16	10.3
<b>Total</b>	<b>156</b>	<b>100</b>

#### 4.2.1 Distribution of Respondents by Sub County

Of the 140 respondents who gave back their filled questionnaires 48.6% were from Suba West Sub County while 51.4% were from Nyatike Sub County. This pointed to an approximately equal distribution of the complete response rate. This distribution is as shown in the Table 4 below;

Table 4

*Distribution of Respondents by Sub County*

<b>Sub County</b>	<b>Frequency</b>	<b>Percentage</b>
Nyatike	72	51.4
Suba West	68	48.6
<b>Total</b>	<b>140</b>	<b>100</b>

#### 4.2.2 Distribution of Respondents by Gender

The analysis of gender distribution of the respondents shows that the number of male respondents was 41 in Nyatike and 38 in Suba West which forms approximately 56% of the total number of respondents in both sub counties. This means that there was slightly high male response rate in the study compared to the female respondent rate. This distribution is shown in the Table 6 below;

Table 5  
Distribution of Respondents by Gender

Gender	Nyatike		Suba West	
	Number	Percentage	Number	Percentage
Male	41	57	38	56
Female	31	43	30	44
<b>Total</b>	<b>72</b>	<b>100</b>	<b>68</b>	<b>100</b>

#### 4.2.3 Distribution of Respondents by Education Level

From Table 6 below, respondents from Nyatike were between secondary level of education to University with those with University level of Education leading with 40.3% of all the respondents and those with secondary level of education taking 33.3% of the respondents. On the other hand Suba West respondents showed skewed education level characteristics with secondary and post-secondary level respondents leading with 32.4% and 29.4% of the respondents respectively. Suba West also had 4.4% and 26.4% of its population with no formal education and primary education respectively.

Table 6  
Distribution of Respondents by Education Level

Education Level	Nyatike		Suba West	
	Number	Percentage	Number	Percentage
No formal	0	0	3	4.4
Primary	0	0	18	26.4
Secondary	24	33.3	22	32.4
Post-Secondary	19	26.4	20	29.4
University	29	40.3	2	3
Post-University	0	0	3	4.4
<b>Total</b>	<b>72</b>	<b>100</b>	<b>68</b>	<b>100</b>

#### 4.2.4 Distribution of Respondents by Age

With 57 respondents (79.2%) in Nyatike and 30 respondents (44%) in Suba West having less than 40 years old, the respondents were largely young. However, Suba West had 21 respondents (31%) above 50 years of age compared to 9 from Nyatike which is 12.5%. However, generally, it can be assumed that majority of the respondents were between 18-40 years and thus constituted a youthful age group. Table 7 below presents this information clearly.

Table 7

Distribution of Respondents by Age

Distribution by Age	Nyatike		Suba West	
	Number	Percentage	Number	Percentage
18 to 30	40	55.6	19	28
31 to 40	17	23.6	11	16
41 to 50	6	8.3	17	25
Above 50	9	12.5	21	31
<b>Total</b>	<b>72</b>	<b>100</b>	<b>68</b>	<b>100</b>

#### 4.2.5 Demographic Characteristics of Respondents who participated in Group

##### Discussions

All 12 respondents in each sub county participated in the research indicating a 100% response rate which was effective for the study. Half of the respondents were male and half were female as previously pre-planned.

#### 4.3 Data Analysis

This section presents the analysis of the data. Research question one was answered through data analyzed from the questionnaires while the other three questions answered through data analyzed from the focus group discussions.

Data from the questionnaires were analyzed quantitatively. The data was structured with a seven point Likert scale being used. The analyses conducted involved gaps, frequencies, percentages, T test, and Hotelling's  $T$  at  $\alpha = 0.05$  level of significance. The results are presented in frequency tables.

Qualitative data analyses were performed on data obtained from the focus group discussions. In order to understand the respondent's views on the status of civic engagement, status of accountable-decision making and views on how to enhance governance in the county, the researcher conducted focus group discussions in both Suba West and Nyatike Sub-Counties. Each focus group had 12 participants who comprised citizens who are active in civic issues such as teachers, university students, farmers and business persons among others thus representing a broad spectrum of special interest groups. Respondents were guaranteed confidentiality and are not identified by name in this report. The focus group discussions lasted approximately two hours. The languages used were English and Swahili (Interpreted). Despite the length of the focus group discussions, the participants were still passionately discussing the issues when the session had ended. The focus group discussions were tape recorded and transcribed for analysis. Thematic content analysis was performed on the data obtained on civic engagement and accountable-decision-making. Constant comparison analysis was performed on data obtained on how to improve governance.

#### **4.3.1 Status of Public Service delivery**

Respondents were asked to fill the questionnaires and indicate the expectations they have on particular aspects of public service and then indicate what they experienced when they visited to be served. The questions gauged different aspects relating to the tangibility, reliability, and responsiveness, assurance, and empathy dimensions of public service which measure the quality. All the respondents had sought government services at the county level and they all had certain expectations of the level of public service delivery.

Tangibility of public service gauges the condition of the equipment, facilities, and cleanliness of the premises and neatness of employees. An average of 6.563 on expectations and an average of 3.021 on perceptions was found among Nyatike respondents on a scale of 1 to 7, regarding tangibility (modern equipment, visual appeal of the facilities, neatness of employees and cleanliness of county government premises) of the county government's services while Suba West Sub County responses had a mean of 6.765 in expectations and 3.504 in perceptions. This shows slight disagreement in both sub counties on their expectations being met by current status. The service gap was -3.542 in Nyatike for tangibility of the services and -3.262 in Suba West on the same. These are big service gaps that need to be filled in order for the perceptions to meet expectations. A T test was performed in both sub counties to find out if the expectations and the perceptions are

significantly different. A T test value of 30.980 with a p value of 0.000 was recorded in Nyatike showing that the mean expectations and perceptions on tangibility was statistically significant. In Suba West Sub County a T test value of 22.402 with a p value of 0.000 was recorded showing difference in mean expectations and mean perceptions was statistically significant. Hotelling T squared test was also done to find out if the difference between expectations and perceptions from the two sub counties on general tangibility are different from each other statistically. A Hotelling's T score of 2.827 with a p value of 0.095 was recorded showing that the difference in expectations and perceptions in the two sub counties are not statistically different. This suggests that citizens from both sub counties have rated this dimension of quality of public service in almost the same way.

Regarding reliability of the public service, there was an average of 6.411 on expectations and an average of 2.367 on perceptions among Nyatike respondents on a scale of 1 to 7 showing a big disagreement. Suba West Sub County responses had a mean of 6.371 in expectations and 3.206 in perceptions showing slight disagreement. The service gap -4.044 in Nyatike regarding how the reliability of the public service offered by the county government meets the expectations of citizens (which is a very big gap) and -3.165 in Suba West regarding the same. A T test was performed in both sub counties to find out if the expectations and the perceptions are significantly different. A T test value of 38.784 with a p value of 0.000 was recorded in Nyatike showing that the mean expectations and perceptions were statistically significant. In Suba West Sub County a T test value of 14.520 with a p value of 0.000 was recorded showing the difference in mean expectations and mean perceptions was statistically significant. Hotelling T squared test was also done to find out if the difference between expectations and perceptions from the two sub counties are different from each other statistically. A Hotelling's T score of 16.878 with a p value of 0.000 was recorded showing that the difference in expectations and perceptions of the reliability of the public service in the two sub counties is statistically different. This suggests that citizens from both sub counties have rated this in very different ways with Nyatike showing more dissatisfaction.

On responsiveness, there was an average of 6.417 on expectations and an average of 2.587 on perceptions among Nyatike respondents on a scale of 1 to 7 while Suba West Sub County responses had a mean of 6.099 in expectations and 2.949 in perceptions. These are very low ratings in both sub counties. The service gap was -3.830 in Nyatike regarding how the county equipment meets the expectations of citizens and -3.151 in Suba West. These are big service

gaps that need to be filled to make expectations and perceptions at par. A T test was performed in both sub counties to find out if the expectations and the perceptions are significantly different. A T test value of 36.303 with a p value of 0.000 was recorded in Nyatike showing that the mean expectations and perceptions was statistically significant. In Suba West Sub County a T test value of 23.141 with a p value of 0.000 was recorded showing difference in mean expectations and mean perceptions was statistically significant. Hotelling T squared test was also done to find out if the difference between expectations and perceptions from the two sub counties are different from each other statistically. A Hotelling's T score of 30.703 with a p value of 0.000 was recorded showing that the difference in expectations and perceptions in the two sub counties are statistically different. This shows that citizens from both sub counties had different ratings on the responsiveness of the service with Nyatike Sub County showing more dissatisfaction.

Assurance of the public service had an average of 6.465 on expectations and an average of 2.156 on perceptions among Nyatike respondents on a scale of 1 to 7. Suba West Sub County responses had a mean of 6.316 in expectations and 2.360 in perceptions. These scores show big disagreements on the citizens' expectations being met. The service gap was -4.309 in Nyatike regarding how assurance of the service meets the expectations of citizens and -3.956 in Suba West regarding the same. These gaps are very big and should be filled in order to meet citizens' satisfaction. A T test was performed in both sub counties to find out if the expectations and the perceptions are significantly different. A T test value of 30.852 with a p value of 0.000 was recorded in Nyatike showing that the mean expectations and perceptions were statistically significant. In Suba West Sub County a T test value of 28.244 with a p value of 0.000 was recorded showing difference in mean expectations and mean perceptions was statistically significant. Hotelling T squared test was also done to find out if the difference between expectations and perceptions from the two sub counties are different from each other statistically. A Hotelling's T score of 3.450 with a p value of 0.065 was recorded showing that the difference in expectations and perceptions in the two sub counties are not statistically different. This suggests that citizens from both sub counties have rated this in almost the same way.

An average of 6.050 on expectations and an average of 1.819 on perceptions among Nyatike respondents on a scale of 1 to 7 regarding empathy of the public service offered by the county government. This is a very low score because it shows complete disagreement. Suba West



Sub County responses had a mean of 6.497 in expectations and 2.705 in perceptions. Both sub counties show very low citizens' approval with the big disagreement. The service gap was -4.231 in Nyatike regarding how empathy of the service meets the expectations of citizens and -3.791 in Suba West. These are very big service gaps that need to be filled. A T test was performed in both sub counties to find out if the expectations and the perceptions are significantly different. A T test value of 35.394 with a p value of 0.000 was recorded in Nyatike showing that the mean expectations and perceptions was statistically significant. In Suba West Sub County a T test value of 14.027 with a p value of 0.000 was recorded showing difference in mean expectations and mean perceptions was statistically significant. Hotelling T squared test was also done to find out if the difference between expectations and perceptions from the two sub counties are different from each other statistically. A Hotelling's T score of 13.879 with a p value of 0.000 was recorded showing that the difference in expectations and perceptions in the two sub counties are statistically different. This implies that citizens from both sub counties have rated the empathy aspect of the public service differently, with Nyatike respondents showing more dissatisfaction.

Therefore, overall status of public service shows that there was an average of 6.381 on expectations and an average of 2.391 on perceptions among Nyatike respondents on a scale of 1 to 7 on the general status of public service offered by the county government. This score shows a big disagreement that citizens' expectations have been met and thus big disapproval. Suba West Sub County responses had a mean of 6.500 in expectations and 2.945 in perceptions. This score shows a big disapproval as well. The general service gap was thus -3.991 in Nyatike regarding how the county meets the expectations of citizens in the general delivery of public service and -3.465 in Suba West regarding the same. These are very big service gaps that need to be filled in order for the expectations of the citizens' to be met.

A T test was performed in both sub counties to find out if the general expectations and the perceptions are significantly different. A T test value of 63.691 with a p value of 0.000 was recorded in Nyatike showing that the mean of all expectations and perceptions was statistically significant. In Suba West Sub County a T test value of 50.254 with a p value of 0.000 was recorded showing difference in mean expectations and mean perceptions was statistically significant. Hotelling T squared test was also done to find out if the difference between expectations and perceptions from the two sub counties are different from each other statistically. A Hotelling's T score of 16.396 with a p value of 0.000 was recorded showing

that the difference in expectations and perceptions in the two sub counties are statistically different. This suggests that citizens from both sub counties have rated this differently. The citizens from Nyatike sub County had a view that showed they really did not approve of public service offered. They generally said that the county has neglected them in almost all benefits. The information is as shown in the Table 14 below;

Table 8

Participants' Perceptions on Expectations, Gap scores, Corresponding T test values and Hotelling's T square values of service quality in both sub-counties

Sub counties	Nyatike				Suba West					
	Mean	Perception	Expectation	Gap(B) (P-E)	T test (P & E)	Perception	Expectation	Gap(A) (P-E)	T test (P&E)	Hoteling T sq. (B&A)
Tangibles	3.028		6.563	-3.542	30.980 0.000	3.504	6.765	-3.261	22.402 0.000	2.827 P=0.095
Reliability	2.367		6.411	-4.044	38.784 0.000	3.206	6.371	-3.165	14.520 0.000	16.878 0.000
Responsiveness	2.587		6.417	-3.830	36.303 0.000	2.949	6.099	-3.151	23.141 0.000	30.703 0.000
Assurance	2.156		6.465	-4.309	30.852 0.000	2.360	6.316	-3.956	28.244 0.000	3.450 0.065
Empathy	1.819		6.050	-4.231	35.394 0.000	2.705	6.497	-3.791	46.475 0.000	13.879 0.000
Overall Mean	2.391		6.381	-3.991		2.945	6.500	-3.465		Largely significant

These results agrees with IEA (2010) and Hood (1991) who observed that Kenya is mainly marked by governance issues where majority of its population do not access services within a reasonable and acceptable time-frame. The New Public management (NPM) that was introduced in 1980's to improve public service delivery by reconfiguring the state to more cost-efficient and effective lines did not benefit the citizens as it was originally meant. Citizens' perception on status of public service delivery in the county was generally negative across Nyatike and Suba West Sub Counties.

#### **4.3.2 Status of Civic Engagement**

##### **Thematic Network:**

This thematic topic generated a number of significant responses that allowed for comparisons and representation in a thematic network. The data was analyzed and presented in three deductively formed organizing themes (sub themes) of: Engagement by County officials, Practice of Affirmative action and Inclusivity of decisions and ten basic themes. All the discussants demonstrated an understanding of civic engagement with many relating the concept to having a meeting with county government on issues affecting them. This demonstrated that the discussants understood the topic they were discussing.

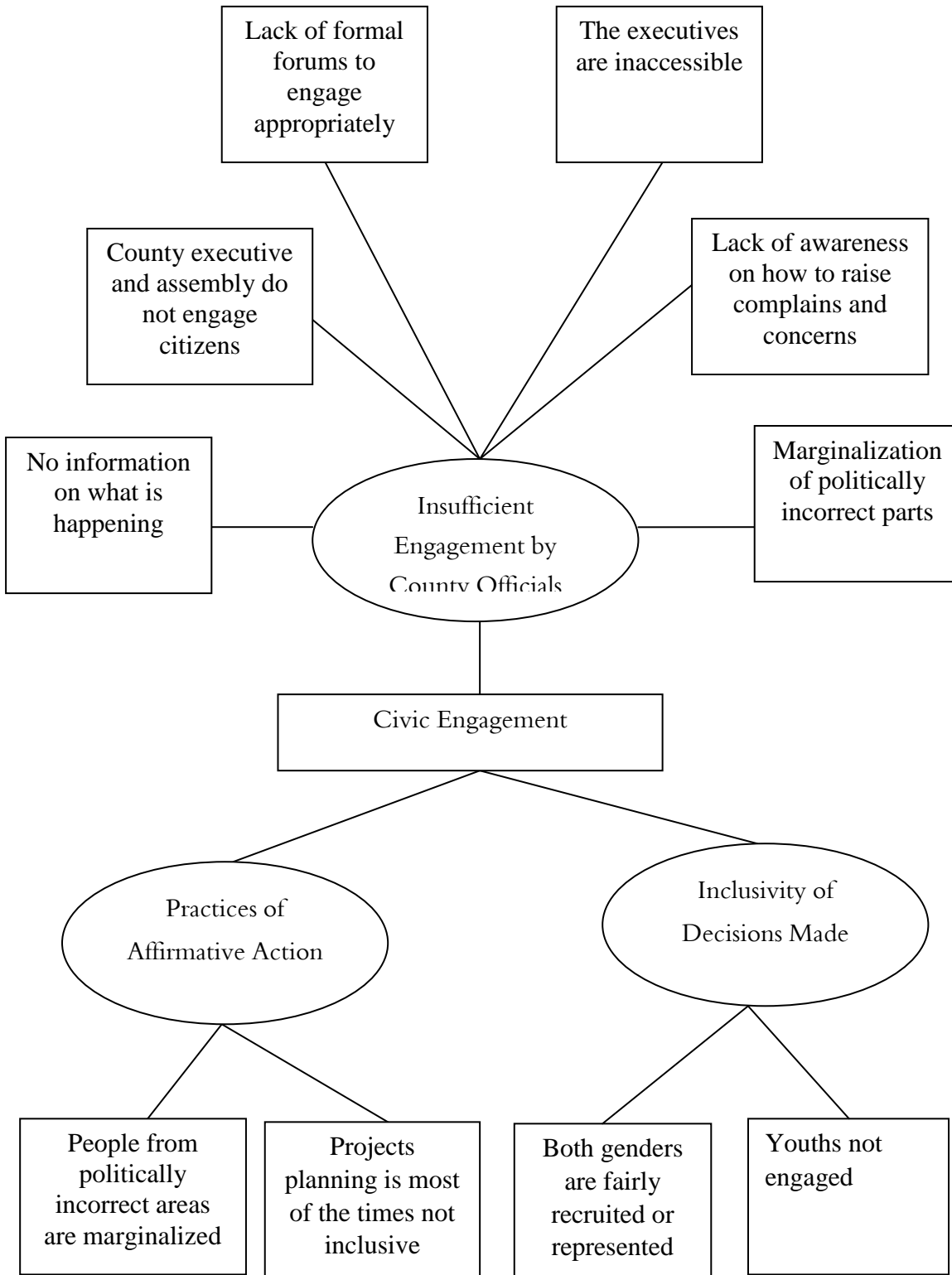


Figure 3: Thematic Network Diagram of the Status of Civic Engagement

### **Organizing theme: Engagement by the County officials**

Most of the participants in the focus group discussion held in both Suba West Sub County and Nyatike Sub County said the county assembly does not engage them much. There was a consensus in both sub counties that they rarely knew the happenings in the county assembly. In respect to county executive, they unanimously said that the county executive does not engage citizens at all. Most noted that accessing the executive after the first few months of taking office has been so hard. This is illustrated by the following statements:

*The county officials rarely engage the citizens. It is easier to meet the Member of county assembly though, in the local joints around, raise your concerns even though not a formal way of engagement and hope they'll act on them. However, meeting the county executive is a long short. There is a big distance. We only see them during county events and village ceremonies such as burials of prominent people. (Discussant E; Male, Suba West)*

*How do you expect the executive to engage us yet even accessing them is a problem? Getting an appointment to meet the governor for instance is not a child play. (Discussant T; Female, Nyatike)*

It is therefore by fact, as per the residents' views, that both the executive and the county assembly do not engage the citizens as per their expectation. This shows that there is an engagement gap that should be filled by increased involvement of the citizens by both the county assembly and the executive so as to meet the citizens' satisfaction.

On further discussions the participants said there has not been any regular engagement forums especially those that can impact on decisions on county operations. Most focused their comments on how the county, sub county, and ward administrators distance themselves from the public regarding the day to day operations. They said that there is lack of awareness amongst the citizens on what and how they can raise their concerns and the county officials are not doing much to change the status quo.

The researcher also asked the participants if groups with diverse opinions are being engaged by the county government and any other opinion they have on the same. Most of the participants expressed dissatisfaction with how the county government treats concerns other than its own as illustrated by the following statements from the discussion:

*If you give the sub county officials or county officials your views on a project especially if the views are opposing their views, it's likely they will ignore yours even on issues of great concern. (Discussant G; Female, Suba West)*

*As a mother I would time to time want to remind the county to focus its efforts on service projects especially health and social services, rather than construction projects but there is no other forum apart from talking to my MCA that my views can be heard and have an impact. (Discussant V; Female, Nyatike)*

Discussants from Nyatike Sub County repeatedly emphasized on lack of forums in which opposing factions can go raise their issues and expect their issues to contribute to the agenda of the county. One participant explained the importance of engaging all sides so as to have policies that are inclusive and owned by all. The residents of both sub counties were therefore in consensus that opposing opinions were not being engaged as expected.

When asked if it is easy to join political meetings held by the county and air views, most said they are not aware of political meetings other than formal events hosted by the county. This ignited a lot of debate with most of the participants reiterating that the meetings they have ever shared with county officials that development issues were discussed were either ‘harambees’ or funerals. However, on whether they would attend if called to, they all said they would especially to discuss developmental issues. The following is a statement said by one of the discussant:

*“Trust me I would really love to make an input in the development initiatives. But there aren’t opportunities and meeting to allow me make an input.” (Discussant X; Male, Nyatike)*

There were mixed reactions on whether marginalized groups do participate on governance issues. Most of the participants were of the opinion that the county does not directly involve all groups but indirectly, different groups have a better opportunity now compared to the before establishment of county governance. Even though they said citizens are not engaged in governance as required, they said participation in governance has improved with adoption of devolution in our governance system since there are provisions that make it necessary to have a representative for particular marginalized groups such as youths and women. Most of them felt that marginalized groups have a better chance of being involved than before. However, most acknowledged lack of expected levels of participation not only for the marginalized groups but for all the groups.

Discussants from both sub counties also came to an understanding that different ethnic groups in the county are now accommodated in the governance structure compared to before. However, on regional marginalization, Nyatike participants unanimously said they are being

marginalized and are not being involved in various structures of governance as they should.

The following is a statement said by one of the participants:

*The county has really neglected us and we remain marginalized. If you go to Migori town which is the headquarters of the county, Awendo town or even Rongo town you'll see great disparities on development initiatives started by the county in comparison to those started here. (Discussant T; Female, Nyatike)*

Overall, with regards to participation, both Suba West and Nyatike residents expressed disapproval on whether and how the county government involves the citizens. This is in line with several researches conducted in Kenya. For instance, Grassroot Development Initiatives Foundation (2016) observed that county governments in Kenya are limited in their implementation of laws incorporating citizen participation. For this reason, such institutions do not reach their full potential and citizens do not fully understand their rights or embrace the opportunity. Citizens' or Public participation is a prerequisite for successful policy and decision-making and is a precondition for transparent, open and democratic governance.

According to Society for International Development (2012), the perception on Kenyan leadership is low; less than 20% of Kenyans are convinced that state institutions and the public alike adhere to the laws of the country all the time. This poses a challenge for state and non-state actors who would want to encourage public support and buy-in for the new Constitution. The judicial system and the new leadership face an uphill task of proving to the public that there is a new constitutional order. The public's most desirable quality of leadership is integrity. Public ownership of economic frameworks such as the Vision 2030 is also minimal.

### **Organizing theme: Practice of Affirmative Action Practices**

Affirmative action elicited positive responses as per the participants' perceptions in both sub Counties. They unanimously said affirmative action is being practiced. Some pointed to the fact that the number of both sexes is even almost at par in various county offices. The following are some of the statements said by some of the participants:

*In fact nowadays you always see almost equal number of male and female employees. In fact in some offices such as the youth affairs offices, I saw more female employees than male employees. So, I would say on my side that affirmative action is being practiced. (Discussant M; Male, Suba West)*



*Nations or organizations that fail to include women and youths in their decision-making or are content with low levels of participation by youths and women are not only unnecessarily and unwisely depriving themselves of a rich reservoir of talent but are also doomed to fail. I am glad our country Kenya has clauses in its constitution that ensure groups such as these are represented. It is therefore my view that affirmative action is being implemented and in a good way. (Discussant B; Male, Suba West)*

However, some discussants focused on relevance of the women representative position with some of them questioning the importance of the positions given our bloated budget as a country. Some of the views included:

*That position is completely irrelevant. Those people, I wish I could tell you exactly what they do but I don't know. I know we want to give women opportunities in the political realm but it won't help by just coming up with irrelevant positions and giving to them. (Discussant N; Male, Nyatike)*

*I am a lady but I don't see what work women representatives do. Up to now I don't know what even our women representative does or has done so far. But I see her in 'harambees'. (Discussant G; Female, Suba West)*

Most of these remarks were being reiterated in both the sub counties. On whether this improvement has been beneficial they unanimously agreed to this. Some however, questioned the relevance of the women representative position saying it doesn't help with the rising wage burden. The residents should be educated on the importance of the position of county women representative. It is evident that the disapprovals emanate from the incompetence and complacency of a few leaders who have held the position before. They should be educated on how best to choose leaders so as to see the importance of the various positions of authority.

When asked whether the youths in the county were given the opportunity to participate in county affairs most respondents said youths were not being given the right opportunities to impact policy decisions in the county. The youths in the discussion groups showed much disapproval regarding this matter. They said that what the county does is manipulate them and not fairly involve them. They said they are only called upon on issues with less impact to the political discourse in the county such as organizing, modeling and cultural events by the youth affairs department. This could be illustrated by the following statements:

*.....youths are not being involved. Youths are only called upon to apply for bursary, apply for funds for some agri-business project or participate or organize miss tourism Migori county event. Youths are not called upon to help in strategic planning, help in prioritizing projects to be undertaken or even give advice on governance issues. They are not, I assure you. (Discussant A; Male, Suba West)*

*They are not being engaged. Though not entirely because there are some youths who have access to the power circle. But for the rest of us, all we can hope for is the existence of forums that can be used to get involved. Yet these forums are not there. (Discussant Q; Female, Nyatike)*

Overall, affirmative action is being implemented and citizens are positive in regards to the results of this implementation. In particular, affirmative action has increased representation of women and people with disability. Catherine, Emelda and Chege (2013) in their analysis of affirmative action with respect to the two-thirds gender rule in Kenya noted that the resistance to women based affirmative action has remained the facilitating tool for perpetuation of discrimination against women notwithstanding the spirit and provisions of the Constitution of the Republic of Kenya (2010). Although affirmative action can work and promote gender equity in political representation and ultimately improve development outcomes, this is only possible if there is full commitment to its objectives and measures.

### **Organizing theme: Inclusivity of Decisions Made**

There was mixed reactions on whether the decisions and initiatives made by the county government were inclusive of interests of all citizens of the county. The researcher probed on why Nyatike residents feel county decisions are not inclusive and most of them reiterated that the county concentrates its efforts in other sub counties leaving out Nyatike Sub County. However, Suba west sub county residents also expressed disapproval in regards to how inclusive decisions made by the county are.

Those participants who thought the decisions were somehow inclusive pointed out at different projects and decisions showing varying inclusivity levels. The following is a statement said by one of the discussants:

*Some decisions such as deciding to fund youths and women agribusiness projects shows inclusivity but other decisions are not. However, to best of my knowledge, I think it's impossible to capture the interests of everyone. But, I still think there's a lot to be done to make these decisions and projects largely inclusive. (Discussant K; Female, Suba West)*

Overallly therefore, the discussants from both sub counties demonstrated that the level of civic engagement does not at least meet their expectations. Nyatike residents expressed much disapproval on the state of civic engagement compared to Suba West Sub County residents.

Nick and Ursula (2013) observed that although the current fashion for decentralization is built on the assumption that it will result in decisions that reflect local needs and priorities,

representative democracy, through periodic elections, leads to a crude mechanism for establishing these needs and priorities. Most local government systems offer few other opportunities for citizens to participate, particularly for the poor, and few mechanisms of accountability. Local governments in Kenya have traditionally offered minimal scope for citizen participation or accountability, but this is beginning to change, mainly as a result of performance conditions applied through the Local Authorities Transfer Fund (LATF), together with an increasingly active civil society. Nick and Ursula (2013) observed that in Kenya, 'participation', rather than necessarily being fair and democratic, is often manipulated from the top, with powerful individuals imposing decisions on others.

### **4.3.3 Status of Accountable Decision Making**

#### **Thematic Network:**

Participants were asked about their general perceptions on the thematic topic of accountable-decision-making in the county. The responses captured perceptions across the three organizing themes (sub themes) of accountability and transparency provisions, responsibility of government officials and fairness of decisions and eight basic themes in the County. The citizens were first asked on whether they understand what accountable-decision-making entails. All the respondents demonstrated an understanding of accountable-decision-making with many relating the concept of county officials being open on county operations especially on finances. This was an indication that the respondents understood the topic they were discussing.

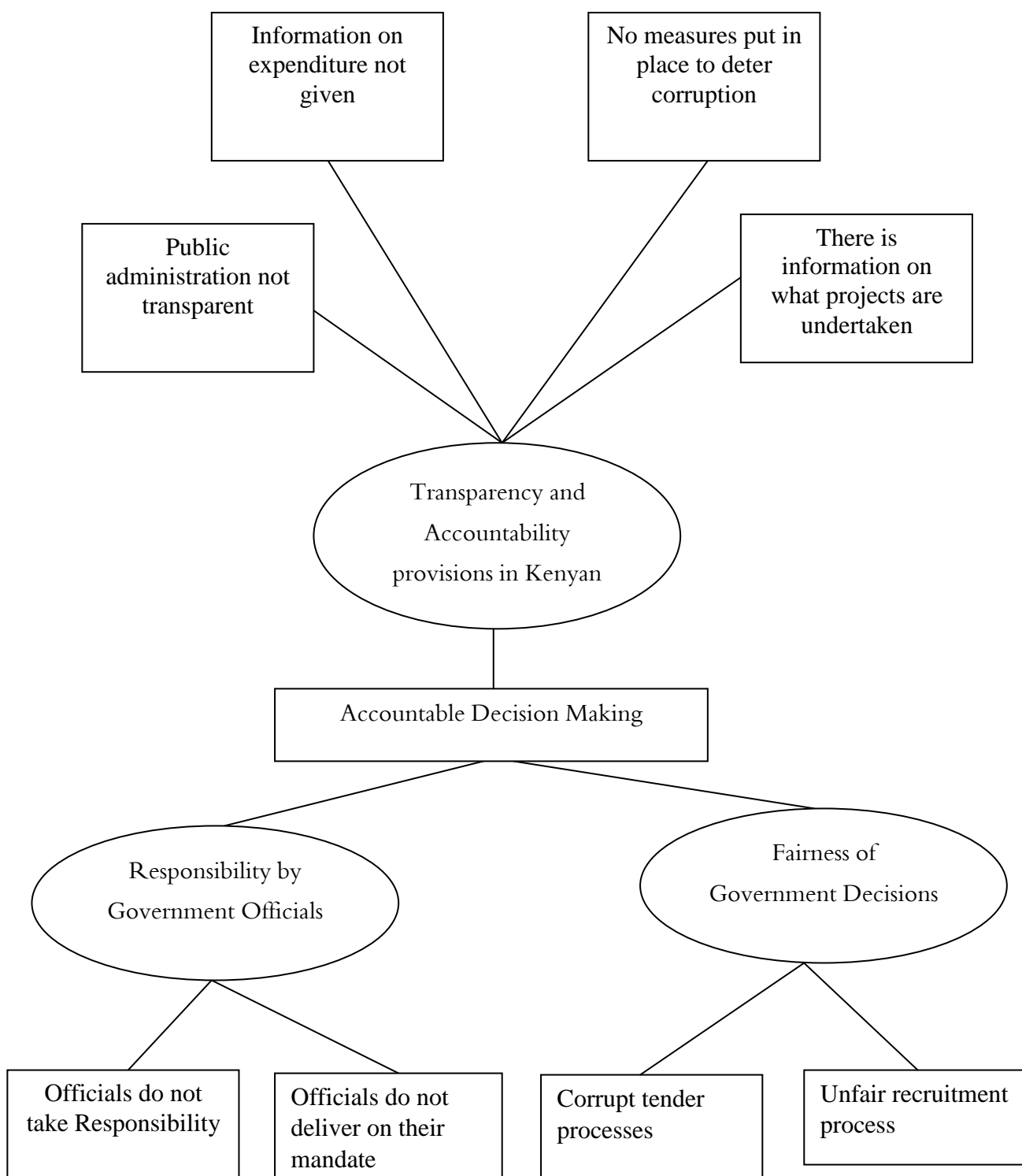


Figure 4: Thematic Network Diagram of Status of Accountable Decision Making

## **Organizing theme: Observation of Transparency and Accountability Provisions in Kenyan Laws**

Generally, participants from both sub counties shared same views that transparency and accountability provisions in our Kenyan laws are not being observed by the county. The following is a statement said by a participant:

*“Transparency and Accountability provisions as per our laws state that information and undertakings of the government especially those that relate and impact on citizens directly should be open and accessible. That’s not the case here.”* (Discussant O; Male, Nyatike)

This is a clear indication that provisions in the constitution that demand or allow for transparency and accountability are not fully followed. These provisions demand office holders and public administrators to always be transparent in their operations and processes that they head. Residents of both sub counties thus expect the people holding offices in the county to be more accountable and transparent.

They also said that the county does not provide information on its expenditures to the public. The respondents seemed so sure there is extremely low chance of a citizen being given a financial breakdown or even the list of projects. It is necessary that the counties provide information about all their projects and budgets to the public. Residents of both Nyatike and Suba West Sub County made strong assertions that the county should improve on this matter.

In regards to deterring corruption, most of the participants said they could not point to any measures put by the county government to deter corruption. They however, demonstrated that they know some anti-corruption measures at the national level. They couldn’t point to any that is initiated and exercised at the county level. However, they seemed to point out to sufficiency in provisions that deter corruption. Most held the view that we have enough laws but we are not adhering to the laws.

One discussant was able to point to county provisions that deter corruption as follows:

*I think the county has put in place the office of an internal auditor, monitoring and evaluation and even complaints office that ensure different types of corruptive practices are put to a minimum. (Discussant D; Female, Suba West)*

This led to a discussion on corruption in the county, in the focus group discussion held in Suba Sub County. From the discussion the participants were of the view that the county is corrupt. The same discussion in the focus group discussion held in Nyatike Sub County elicited a heated debate. The following is a statement said by one of the participants in Nyatike:

*I think you shouldn't even ask that. Our county Migori is ranked among the counties that misappropriate funds every other time, the other time our MCA's passed a budget of millions to go check how sanitation is done in some foreign country something that they can just google search. There is also so much corruption in recruitment of county workers or get from experts here in Kenya. In short, corruption is prevalent here, just as it is in other counties of course. (Discussant S; Male, Nyatike)*

It is clear from the dissatisfaction from the citizens that accountability and transparency provisions are not being observed. Over half of the participants in both sub counties when asked whether the county adheres to the rule of law in its operations said they were not sure.

On whether the county provides information on which projects it undertakes the respondents said the information is usually accessible. All the participants in Suba West said the information is accessible. However on further probing the participants said the information on the projects is accessible but details on the projects that really matter such as the cost and implications are not easy to come by. The following is an example of the expressions from the discussants:

*The information on what projects are undertaken is in the public domain. But that's the far that information goes, details such as cost of the project are kept confidential. (Discussant I; Female, Suba West)*

It is evident therefore that transparency is not fully observed by the county leaders as seen from both Suba West and Nyatike respondents. The discussants also expressed themselves on a number of emerging issues which need to be looked into and acted upon by the county government as it seeks to enhance accountability and transparency. Such issues include recruitment processes, tender processes, and data processes.

### **Organizing theme: Responsibility by Government Officials**

Concerning whether county government officials take responsibility for their actions, most participants said they do not. The following is a statement said by a participant in Suba West Sub- County:

*How would you say the officials are responsible yet people are complaining every corner? A large population of Migori residents don't access clean water that's why Migori is frequently attacked by Cholera. Black outs in Migori are a common occurrence that's why investors avoid the county. Migori youths remain jobless, prevalence of young girls dropping out of school because of early pregnancies is alarming. How am I supposed to say county officials and leaders are responsible? (Discussant I; Female, Suba West)*

Generally, participants from both sub counties shared same views. They showed disapproval regarding the possibility and extent to which government officials take responsibility of their actions.

### **Organizing theme: Fairness of Government Decisions**

There was mixed reactions on whether the decisions and initiatives made by the county government are fair to interests of all citizens of the county.

The participants were asked whether they think county contracts were awarded through competitive processes. They said that the processes are competitive but it takes more than competition to win tenders in the county. Most of the participants in both sub counties said that the process is usually corrupt with relatives and friends of the powerful people winning the contracts. However, they said, one can win a contract without corrupting his/her way through, but this most of the time happens when the contracts' costing is less. Those costing more will always be won by close associates to the powerful in the county. The following is a statement said by one of the participants in Nyatike Sub-County:

*I am a businessman at Nyatike. I have applied for contracts with no success. Yet I know people with smaller businesses than mine who have applied for the same contracts and got. What I think is going on is that, small contracts such as supplying milk can be purely awarded competitively but big projects like supplying stationery or construction, the applicant must know how to access the power circle as my friends have said. (Discussant U; Female, Suba West)*

Generally the participants said that one has to access the power circle or have deep pockets to be awarded some of these contracts. Participants from both sub counties shared these same views.

Overall, participants from both sub counties demonstrated that the status of accountable-decision-making does not at least meet their expectations. Nyatike residents had strong negative perceptions (disapprovals) on the state of accountable decision making compared to Suba West Sub County.

The essence of the Constitution is Good governance. It is everyone's duty to respect, uphold and defend the Constitution. However, County Government should create an enabling environment for citizen oversight while NGOs should front this course. Society for International Development (SID) (2012) reported that many Kenyans consider fairness and justice as one of the most fundamental right among other human rights. Humphreys (1998) stressed that the principles of fairness and equity are very important in the concept of quality in public administration. Fairness and equality of treatment is, therefore very important and should not be lost sight of when efficiency measures, including, for example, contracting out of public services are being implemented.

#### **4.3.4 Views on Enhancing Governance**

Participants were asked about their views on what can be done to improve governance. They suggested and discussed ways and how to improve public service, civic engagement and accountable-decision-making in the county. The views were analyzed through constant comparison analysis. The views were analyzed by constantly comparing emerging categories till the views could be condensed into a few points.

##### **Views on Enhancing Public Service Delivery**

The citizens provided various views on how to enhance public service delivery in the county. Through constant comparison of the categories the researcher found the following views to be predominant:

There is need to establish Sub-County and Ward Citizen's public service committees to enhance enable the citizens to partly direct public service delivery in the county

Involvements of technical persons in the counties and in the government in advising the residents and public service committee on different available alternatives and allow the citizens choose what development is good for them. The technical experts could also be composed of the retired experts.



Training the county staff in all aspects of their duties especially those that involve dealing with the citizens so as to serve them courteously should be on a regular basis. The constant training should also make it possible for the employees in the offices go to the grassroots and work with the locals directly.

There should be recognition of citizens among both the county government staff and the general citizens who have exceptionally contributed to improving or delivering service delivery within the wards, the sub counties and the county to encourage pursuit of quality and better delivery of services.

There is need for a needs assessment research or fact finding before the county commits a huge budget on a particular service. This will allow the county to understand the priorities as per the citizens. This will also generate information on citizens' needs and complaints in relation to the service intended or related service offered before. These researches will also act as awareness-raising and mobilization mechanisms.

Use of a standard setting mechanism that will ensure setting of minimum, achievable, socially appropriate, performance-standards. It provides citizens with a benchmark against which they can measure the quality of services they receive, and for which they can hold the officials accountable after monitoring and evaluation is done.

Establishment of a system of neighborhood or ward-based associations, councils, or networks, relying on face-to-face or even online communication, with proscribed responsibilities and roles in advocacy for quality public service so that the county officials are in constant pressure to perform.

Appointment of a "ward public service monitor" within each ward to monitor that public service reaches all in the ward and it is quality (these responsibilities may be incorporated to monitoring and evaluation department but then made permanent and authoritative).

Adoption of a document that directs local government staff in what kinds and methods of engagement to use in which situations while dealing with citizens and developing of a training program to help public employees, other stakeholders, and citizens learn citizen-friendly skills and practices.

According to World Bank (2013), government-led homegrown reforms as well as countries planning, execution and reporting mechanisms meant to promote service delivery should be encouraged. The overall aims of policy should be to improve and sustain the quality of all public services; to ensure that services are able to meet socially recognized needs; to guarantee access to services for all citizens who need them and fairness in the allocation of resources to those whose needs are greatest.

### **Views on Enhancing Civic Engagement**

The citizens provided various views on how to enhance civic engagement in the county. Through constant comparison of the categories the researcher found the following views to be predominant:

County government should always conduct needs assessments and community profiling to inform on feasible ways of engagement. This will include the analysis of traditional and technological capabilities and exposure of the communities to various channels that can be used for engagement. This should also include an assessment of attitudes, literacy levels and value systems so as to be inclusive. It may also capture other social and economic indicators that may be useful in tailoring the engagement model in order to solve inequalities.

Community profiling and needs assessment may be done through focus group discussions, neighborhood meetings, and community surveys involving local leaders, religious leaders, CSOs, local experts and CBOs. This should be done periodically.

The County governments should organize for community training and awareness creation on various subjects that would enhance their participation. This would include leadership dynamics, resource mobilization and utilization, budgeting, and conflict resolution. They should involve youths in training the citizens these programs. Any other necessary skill may also be identified through the needs assessment.

The County government should promote sharing of information through use of accessible channels of communication. These should include county websites, local community radio, notice boards, SMS, local newsletters or magazines, elders' barazas and any other medium.

They should also provide timely information and sufficient notice for forthcoming meetings which should be translated to the major languages used in the grassroots.

Have a Citizen Liaison officer in every ward to promote citizen engagement, keep track of engagement numbers, write minutes and structure the community engagement calendar. The liaison officer should also ensure that the engagement is underpinned by core values such as honesty, fairness, inclusiveness, respect and realism.

Use a combination of various engagement approaches. The most effective engagements use a combination of approaches that enable people to communicate amongst themselves in a timely way and in a manner that suits them.

Youths, people with disability and minority ethnic groups should also be incorporated at all times in the engagements. The decisions and processes should be fair to them.

Affirmative action should continue to be practiced. Women should be encouraged and supported to participate in governance processes. The county should engage the women groups, the neighborhood women forums and women religious groups.

According to Netherlands Development Organization (SNV) (2001) most Kenyan citizens do not express their views, opinions and preferences in governance. Although Kenya has made significant progress in adherence to values and practices that stress people's empowerment, gender equality, legitimacy, transparency, accountability, participation and effectiveness, more is still to be done. This implies that the country suffers from negative changes in priorities in agenda setting for policy, budgetary allocations, increased corruption and misappropriation, sub-optimal use of scarce resources, and low quality of public services (Heimans, 2002).

### **Views on Enhancing Accountable Decision Making**

The citizens provided various views on how to enhance accountable decision making in the county. Through constant comparison of the categories the researcher found the following views to be predominant:

County governments should publish and widely disseminate any information of public significance such as money spent on public projects and the breakdown. This is a better way to ensure accountability. In this respect there is need for provision for a recourse mechanism where action against public bodies can be taken if information is unduly withheld.

Citizen oversight mechanisms, forums and committees should be given statutory powers to enforce accountability from officials when an issue is of importance. This powers should also include the power to write a formal complain to the executive regarding the issue which should be handled with urgency by the executive.

The ward and sub county citizen forums and committees should have the right to access all information held by the county administrators regarding a project or an issue in their locale. They will therefore understand the reasons and rationales that the county has for their course of action.

Have a reward mechanism to encourage transparency and accountability. This can be in the form of a quality mark to be attained by the sub counties or wards. The wards or sub counties should be assessed on performance in areas such as funds utilization, project prioritization, project completion, availability of information on the project to the residents and citizen participation. Obtaining a percentage close to the quality mark e.g. 80% should earn the relevant sub county or ward recognition in the form of a bonus project funded or the officials involved get political mileage for good governance.

Auditing by experts from amongst the citizens should be encouraged. This offers an opportunity for citizens to audit actual spending item after item. This will do away with rampant corruption by politicians and county officials. Auditing should be done at the ward level where the public services are being offered, and the citizens should determine whether funds allocated to public services are being or have been spent in appropriate ways.

Award contracts fairly and through competitive bidding. The county should also be ready to justify its decision and be accountable should any section of the citizens have any doubt with their operations or course of action.

Provide ways to easily prosecute law breakers of whatever stature in the county. This will make sure that rule of law is adhered to in the county and impunity reduced.

According to World Bank (2007), most developing countries have not designed policies that enable citizens' direct engagement to demand accountability. Smoke (1994) concluded that upward accountability in Kenya is not sufficient to ensure local government accountability and that's why downward accountability is very critical for devolution to be a success. According to Oyugi and Kibua (2008) governance system in Kenya has over the years been criticized by several stakeholders as not being able to provide citizens with reliable information regarding policy decisions, valid explanations for government actions, and taking of formal responsibility for the consequences of government decisions and actions. Kenyan government institutions are characterized with lack of accountability can make the governing process more transparent and less vulnerable to corruption, enhance the rule of law, and improve the overall effectiveness of bureaucracy.

#### **4.4 Integrated Analysis and Discussions in Relations with other Research Findings**

This section discusses the findings above in relation to other research findings. Integrated analysis of public service delivery, civic engagement and accountable-decision-making show negative perceptions across different qualities. Nyatike Sub County showed more negative perceptions compared Suba West Sub County in most of the dimensions of public service delivery, civic engagement and accountable decision making asked.

These findings affirm the study by social development institute (2012), which found that approximately six out of ten Kenyans rated the former Local Authorities as performing poorly in the delivery of pertinent services. A high percentage of Kenyans rated the local government as performing fairly badly in the maintenance of local roads (63 percent), cleanliness and garbage collection (60 percent) and maintenance of public health standards (55 percent).

The findings of this study also show low citizen participation. Citizen participation in service delivery promotes government accountability by increasing citizens' awareness of actions of and control over sub national governments. This study agrees with the assertion of Fiszbein (1997) who found that community participation increased demands for effective local governments and forced government accountability in Colombia. Participation made local authorities more accountable to citizens by increasing the political costs of inefficient and inadequate public decisions. As a result, local governments started changing their personnel to make them more effective. Putnam's (1993) study of Italian regional governments also

found that governments that were more open to constituent pressure managed and delivered services more efficiently.

The findings from this study also affirmed the fears expressed in studies by Mortimer (2001), Society for International Development (SID) (2011 & 2012) that government financial managers do not readily welcome change. These scholars held the view that modern financial management practices discourage outcomes such as those recorded in this study and encourage more transparency and accountability. These results also resonate with the conclusion by Ntoiti (2013) in his study that poor financial management practices contributed to financial distress of Local Authorities in Kenya. These results are a demonstration that some of the Kenyan civil servants have not appreciated the need for strong accountability institutions.

The findings resonate with the findings Kenya scores below the norm on rule of law and control of corruption. Global surveys have shown only small improvements in Kenyan citizen perceptions of governance and corruption in recent years.

## CHAPTER FIVE

### SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

#### 5.1 Introduction

This chapter presents the research summary and conclusions which are arranged logically as per the research objectives. It also presents the policy recommendations as well as suggestions for further research.

#### 5.2 Summary

The following were the salient findings of this study:

- i. The representation from both Nyatike and Suba West sub counties was approximately equal. Of the 140 respondents who gave back their filled questionnaires 48.6% were from Suba West Sub County while 51.4% were from Nyatike Sub County. There were more males who responded to the questionnaire compared to female with male being approximately 56% of the total number of respondents from both sub counties. Majority of the respondents (82%) had between secondary and university level of education with Nyatike sub county leading with more formally educated respondents. 54.6% of the respondents were between 18-40 years and thus constituted a youthful age group suggesting that those who sought services were youths. For the focus group discussions, half of the respondents in each sub county were male and the other half were female since the sampling was purposively done gender sensitively.
- ii. Overallly, the status of public service delivery fell below the expectations. Residents from Nyatike Sub County perceived the status of public service delivery to fall much below their expectations than those from Suba West Sub County with Nyatike respondents showing an average of 6.381 on expectations and an average of 2.391 on perceptions on a scale of 1 to 7. Suba West Sub County responses had a mean of 6.500 in expectations and 2.945 in perceptions. It is therefore evident that with a general service gap of -3.991 from responses from Nyatike and -3.465 gap from Suba West responses, status of public service delivery in Nyatike fell way below expectation compared to Suba West The citizens from Nyatike sub County had a view that showed they really did not approve of the quality of public service offered compared to Suba West. They generally said that the county has sidelined them in almost all benefits.

- iii. Participants from both sub counties demonstrated that the level of civic engagement does not at least meet their expectations. They attributed low civic engagement to low awareness, lack of information, and non-inclusion of minority groups in the governance processes. They however said that the implementation of Affirmative Action was commendable. However, in comparison, Nyatike residents showed much disapproval on the state of civic engagement compared to Suba West Sub County.
- iv. Participants from both sub counties demonstrated that the level of accountable decision making does not at least meet their expectations. They attributed lack of accountability to lack of information, lack of ward and sub county citizens' forums that can keep officials to task. In comparison, Nyatike residents showed more disapproval on the state of civic engagement compared to Suba West Sub County residents.
- v. The participants had various views. Those views that were mostly being raised included: raising of awareness household after household on important governance issues, formation citizen forums with statutory powers of holding leaders accountable, continued implementation of affirmative action, regular monitoring and evaluation of programmes and projects, information sharing, and inclusion of youths, disabled and minority groups in all the governance processes.

### **5.3 Conclusions of the Study**

Based on the findings of this study, the following conclusions were arrived at in line with the study objectives.

- i) Citizens' perception on status of public service delivery in the county generally fell below expectations with residents from Nyatike Sub County showing more statistically significant quality gap compared to residents from Suba West Sub County
- ii) Citizens' perception on status of civic engagement in the county generally fell below expectations with residents from Nyatike Sub County showing more dissatisfaction compared to residents from Suba West Sub County.



- iii) Citizens' perception on status of accountable-decision-making in the county generally fell below expectations with residents from Nyatike Sub County showing more dissatisfaction compared to residents from Suba West Sub County.
- iv) Governance can be enhanced through concerted efforts of: raising awareness on important governance issues, formation of citizen forums with statutory powers of holding leaders accountable, continued implementation of affirmative action, inclusion of youths, information sharing, and regular monitoring and evaluation of programmes and projects.

#### **5.4 Policy Recommendations**

This section presents the study's policy recommendations to the national government, county government and the members of the public. These recommendations include:

- i. The County should establish Sub-County and Ward Citizens' public service committees to enable the citizens to partly direct public service delivery in the county. The forums and committees should be given statutory powers to enforce accountability by officials when an issue is of importance.
- ii. The County should train county employees on all aspects of their work and especially in dealing with citizens with courtesy. The constant training should also make it possible for the employees in the offices go to the grassroots and work with the locals directly.
- iii. The county and the citizens should establish a system of recognition of both the county government officials and the citizens who have exceptionally contributed to improving or delivering quality public service within the wards, the sub counties and the county to encourage pursuit of quality and better delivery of services.
- iv. The County should appoint a "ward public service monitor" within each ward to monitor that public service reaches all in the wards and it is quality (these responsibilities may be incorporated to monitoring and evaluation department but then made permanent and authoritative).
- v. County government should establish a mechanism of regularly conducting and updating a needs assessment and community profiling of each ward to inform the

county on feasible ways of engagement. This should include the analysis of traditional and technological capabilities and exposure of the communities to various channels that can be used for engagement.

- vi. The County government should promote sharing of information through use of accessible channels of communication. These should include county websites, local community radio, notice boards, SMS, local newsletters or magazines, elders' barazas and any other medium.
- vii. The county and youths within the county should ensure that all youths individually or in groups, people with disability and minority ethnic groups are incorporated at all times in the county engagements. The decisions and processes should be fair to them. A combination of various engagement approaches should be encouraged.
- viii. The national government should give the auditor general's office prosecutorial powers to hold all county officials to account whenever needed. The office should also be supported financially or otherwise in apprehending officials who misuse or fail to account for resources under their authority.
- ix. The National and County governments should ensure awarding of contracts is through competitive bidding and fair. The county should also be ready to justify its decision and be accountable should any section of the citizens have any doubt with their operations or course of action in regards to a given project or initiative.
- x. The national and county law makers should legislate systems that give easier ways to prosecute law breakers of whatever stature in the county. This will make sure that rule of law is adhered to in the county and impunity reduced.

### **5.5 Suggestions for Further Research**

The findings of this study would act as a base for more research on governance in the Kenyan counties. This study was not exhaustive and recommends further regular research on:

- i) Citizens perceptions on County governance in Kenya (Covering all the 47 counties in Kenya)

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## APPENDIX A: SURVEY QUESTIONNAIRE GUIDE FOR CITIZENS

**Code Number**.....

**Date**.....

### GOVERNANCE SURVEY

You are being invited to participate in a research study on the status of the quality of public service in Migori County. This study is being conducted by Lumadede Japheth from the Faculty of Education at Egerton University. The study is being conducted as part of a post-graduate student dissertation.

You were selected as a possible participant randomly from the total number of citizens from your sub county who were served by Migori County. There are no known risks if you decide to participate in this research study. There are no costs to you for participating in the study. The information you provide will help the researcher come up with policy and strategic options for enhancing governance in Migori County. This questionnaire will take about 10 minutes to complete. The information collected may not benefit you directly, but the information learned in this study should provide more general benefits.

This survey is anonymous. Do not write your name on the survey. No one will be able to identify you or your answers, and no one will know whether or not you participated in the study. The post-graduate research Board may inspect these records. Should the data be published, no individual information will be disclosed.

Your participation in this study is voluntary. By completing this questionnaire you are voluntarily agreeing to participate. You are free to decline to answer any particular question you do not wish to answer for any reason.

If you have any questions about the study, please contact

Lumadede Japheth,

+254701697732

The Egerton post-graduate research Board has reviewed my request to conduct this project



**INSTRUCTIONS**

Answer questions as they relate to you. For most answers, check the box (es) most applicable to you or fill in the blanks.

1. Please provide the contact information

Sub county.....

Political party.....

Phone number.....

Occupation.....

**About You**

1. Age: 18 - 30 [ ]                      31-40 [ ]                      41-50 [ ]                      above 50 [ ]

2. Educational Background

i. No formal schooling [ ]

ii. Primary School [ ]

iii. Secondary [ ]

iv. Post-Secondary [ ]

v. University [ ]

vi. Post University [ ]

2. Your Gender (Select only one.)

Female

Male

Other

**QUALITY OF PUBLIC SERVICE**

The questionnaire is in two parts, expectations and experience.

**Section 1: Expectations of Public Service**

This section deals with your opinion of governance in Migori County. Please, show the extent to which you think public service delivery should meet the following expectations.

You should rank each statement as follows;

**Strongly Disagree, Disagree, Slightly disagree, Neutral, Slightly agree, Agree, Strongly**

**Agree 1 2 3 4 5 6 7**

Put a cross (X) on your choice of answer on one of the 7 boxes corresponding to your rating.

#	Statement scores	1	2	3	4	5	6	7
1	Ideal county governments should have modern equipment							
2	Its physical facilities (shelves, counters, fridges, computers, lights) should be visually appealing							
3	Its employees should be well dressed and appear neat							
4	The physical environment of the county government should be clean.							
5	When the county government promises to do something by a certain time, it should do so							
6	When a customer has a problem, the county government should show a sincere interest in solving it							
7	County government should perform the service right the first time.							
8	It should provide its services at the time they promise to do so							
9	It should keep its records accurately							
10	Employees should make information easily obtainable by the customers (citizens).							
11	Employees should give prompt service to customers							
12	Employees should always be willing to help customers							
13	Employees in a county government should never be too busy to respond to customers' requests.							
14	The behavior of employees in county government should instill confidence in customers (citizens)							
15	Customers should be able to feel safe in their transactions with employees in the county government							
16	The employees should be polite							
17	Employees of county government should have the knowledge to answer customers' questions							

18	County government should give customers individual attention							
19	Their operating hours should be convenient to all their customers							
20	Employees should give customers personal service							
21	They should have their customers' best interest at heart							
22	The employees should understand the specific needs of their customers							

**Section 2: Perceptions of Current Service**

**Perceptions:** The following statements deal with the perceptions of service experienced in county governments. Please, show the extent to which these statements reflect your perception of service in county government of Migori.

**Strongly Disagree, Disagree, Slightly disagree, Neutral, Slightly agree, Agree, Strongly Agree 1 2 3 4 5 6 7**

Put a cross (X) on your choice of answer on one of the 7 boxes corresponding to your rating.

#	Statement scores	1	2	3	4	5	6	7
1	County government has up-to-date facilities							
2	Physical facilities (like shelves, fridges) are visually appealing							
3	Employees are well dressed and appear neat							
4	The physical environment of the county government is clean.							
5	When it promises to do something by a certain time, it does							
6	When a customer has a problem, they show a sincere interest in solving it							
7	County government performs the service right the first time.							
8	County government provides a service at the time they promise to do so.							

9	County government keeps its records accurately							
10	Employees make information easily obtainable by customers							
11	Employees give prompt service to customers							
12	Employees are always willing to help customers							
13	Employees are never too busy to respond to customers' requests.							
14	The behavior of employees instill confidence in customers							
15	Customers feel safe in their transactions with employees in the county government							
16	Employees are polite with customers							
17	Employees of the county government have the knowledge to answer customers' questions							
18	County government gives customers individual attention							
19	Its operating hours are convenient to all its customers							
20	Employees give customers personal service							
21	County government has its customers' best interest at heart							
22	The employees understand the specific needs of their customers							

## **APPENDIX B: FOCUS GROUP DISCUSSION GUIDE FOR CITIZENS**

### **Section 1: Building Rapport**

#### **1. Appreciation and Introduction:**

Thank you so much for participating in this study. I know that your time is very valuable and I appreciate you taking the time for this discussion today. Before beginning the discussion, let me tell you more about the purpose of this study and let you know the kind of questions to expect.

#### **2. Overview of Purpose and goals:**

The aim of this research is to learn more about governance in Migori County, and more specifically your perceptions of the county governance. During this discussion, I will ask you questions about your experiences and perceptions about various issues. There is no right or wrong responses. This research is interested in learning about your individual perspectives.

#### **3. Confidentiality:**

As a researcher, I will write about what you tell me. When I write about your experience, I will use a pseudonym for you. This research may quote what you say, but won't use your name. You do not need to answer every question. You can decide to skip a question, ask me to clarify a question, or help me develop a better question.

#### **4. Recording:**

In order to make sure that I give you my complete attention during the discussion, I'll only make occasional notes. With your permission, I will digitally record our conversation so that I can have the interview transcribed. If you want to see any part of the transcript, I can provide you a copy later.

## **Section 2: Discussion schedule**

### **Civic Engagement**

- i. In your opinion does the county government executive/Assembly engage the citizens in decision-making? What are the reasons for your answers?
- ii. Do you also think opposing factions engaged? What are the reasons for your answers?
- iii. How free is it for any concerned citizen to freely join political meetings of the county and air their views?
- iv. Do you think the county encourages marginalized groups to participate in governance issues generally? What are the reasons for your answers?
- v. How about affirmative action policy, what's your opinion of its practice in Migori County especially in staff recruitment?
- vi. Are the youths engaged in decision-making? What are the reasons for your answers?
- vii. So, are the decisions made inclusive of youths' and other marginalized groups' interests? What are the reasons for your answers?

### **Accountable-Decision-Making**

- i. In your opinion are the accountability and transparency provisions of the law well observed in Migori County? What are the reasons for your answers?
- ii. Can you say the county fully provides its citizens with information about its expenditures? What are the reasons for your answers?
- iii. What are some measures you know the county has put in place to discourage corruptive practices?
- iv. Do you feel the county abides to the rule of law in its decisions? What are the reasons for your answers?
- v. Do you think the county provides information on the projects it undertakes openly to the public? What are your reasons?
- vi. What's your opinion on county contracts, are they awarded through open and competitive bidding according to you? And what are your reasons?
- vii. Would you say the government officials take responsibility for their actions and inactions? Why?
- viii. According to you, do you think the county government's decisions are fair generally?
- ix. Generally how satisfied are you with the overall accountable-decision-making practice in the County?

### **Views on enhancing good governance**

- i. What are your views on how the county can improve:
  - Civic engagement
  - Quality public service delivery
  - Accountable Decision Making
- ii. What more would you expect from governance of the county?

**APPENDIX C: FOCUS GROUP DISCUSSANTS**


	DISCUSSION A (SUBA WEST)			DISCUSSION B (NYATIKE)		
	IDENTITY	GENDER		IDENTITY	GENDER	
1	A	M		M	F	
2	B	M		N	M	
3	C	M		O	M	
4	D	F		P	F	
5	E	M		Q	F	
6	F	F		R	F	
7	G	F		S	M	
8	H	M		T	F	
9	I	F		U	M	
10	J	F		V	F	
11	K	F		W	M	
12	L	F		X	M	



**APPENDIX D: RESEARCH AUTHORIZATION DOCUMENT**

**THIS IS TO CERTIFY THAT:**  
**MR. JAPHETH MBIHI LUMADEDE**  
**of EGERTON UNIVERSITY, 536-20115**  
**Egerton, has been permitted to conduct**  
**research in Migori County**  
**on the topic: CITIZENS' PERCEPTIONS**  
**ON THE STATUS OF GOVERNANCE IN**  
**THE COUNTIES: THE CASE OF MIGORI**  
**COUNTY, KENYA**  
**for the period ending:**  
**8th June, 2017**

**Permit No. : NACOSTI/P/16/54376/11419**  
**Date Of Issue : 8th June, 2016**  
**Fee Received : ksh 1000**



**Applicant's Signature**

**Director General**  
**National Commission for Science,**  
**Technology & Innovation**

**CONDITIONS**

- 1. You must report to the County Commissioner and the County Education Officer of the area before embarking on your research. Failure to do that may lead to the cancellation of your permit**
- 2. Government Officers will not be interviewed without prior appointment.**
- 3. No questionnaire will be used unless it has been approved.**
- 4. Excavation, filming and collection of biological specimens are subject to further permission from the relevant Government Ministries.**
- 5. You are required to submit at least two(2) hard copies and one(1) soft copy of your final report.**
- 6. The Government of Kenya reserves the right to modify the conditions of this permit including its cancellation without notice**

  
**REPUBLIC OF KENYA**  
  
**National Commission for Science,**  
**Technology and Innovation**  
**RESEARCH CLEARANCE**  
**PERMIT**  
**Serial No. A 9445**  
**CONDITIONS: see back page**