



# Devolved Governance Approach and Improved Service Delivery in Nyamira County, Kenya

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**Abstract:** *The difficulty with service delivery remains a hard task to determine amongst devolved governments and as such there are mixed reactions in the implementation of devolution. This paper aimed at analyzing the effect of devolution system of governance on service delivery in Nyamira County, Kenya. Various theories were explored including the Soufflé theory, the social capital theory, The Principal Agent theory and the Accountability theory. The soufflé theory was selected since it gives the best explanation on linkages between various variables of devolved system of governance and how they are related to service delivery. The study took a quantitative approach and adopted a descriptive and correlation research designs to facilitate determination and explanation of variable relationships and used a simple random sample of 154 respondents obtained from a target population of 3,125 employees of Nyamira County. Regression analysis, multiple regression and correlation were run to determine the relationship between resource distribution, citizen participation, accountability and transparency and service delivery. It was found out that devolved system of governance predicts service delivery. The study concludes that devolution devolved system of governance ( $R$ -square of 0.482;  $p$  value  $<0.05$ ) has effect on service delivery and can be a crucial model of improving public service delivery in Kenya. The paper recommended that devolved system of governance can be effective model for improving service delivery.*

**Keywords:** *Devolution System, Governance, Service Delivery, Nyamira County, Kenya*

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## 1. Introduction

Decentralization as an aspect of democratic governance has been embraced by a number of nations with all its various forms including; deconcentration, delegation and devolution. A number of developing countries have adopted fiscal, political and administrative aspects of decentralization in a bid to extend services closer to the people and for political and economic gains. Over the last two decades, a number of countries in the world have embraced decentralization in their regions including the newly independent states of Eastern Europe, Africa, South America and South East Asia. However, implementation

has not been achieved as predicted since there are downsides that have been met (Naidoo, 2002).

According to Muema (2019) there have been varied effects on service delivery due to decentralization. Therefore, to achieve effective political rights that enable duty bearers to perform, then accountability to the citizens through transfer of power is instrumental. This transfer of power can either be fiscal, administrative, and political decentralization. However, these forms are dependent on the amount of power, functions and resources transferred from the central government to the local governments. There are different features that determine the success of decentralization (Muema (2019)

In Sierra Leone there has been improved service delivery in the health sector since the inception of decentralization in 2004 and as such performance was enhanced through better capacity enhancement (Srivastava & Larizza, 2011).

The Constitution of Kenya, 2010 provides for the decentralization of functions, resources and decision making from the center to the counties' administration and Kenya chose the route of devolution, which required giving the sub national governments power and funds to undertake service provision in their areas of jurisdiction as enshrined in Article 174 of the Kenya constitution which provides for the principles of devolution (Constitution of Kenya, 2010). Thus, decentralization has been recognized as an important theme of governance in both developed and developing nations (Dasgupta & Victoria, 2007).

There has been increasing interest in the decentralization system of governance in the past two decades amongst developing countries seeking ways of promoting government accountability in public service delivery (Mookherjee, 2015). Rondinelli (1999), postulates that devolved government involves 'the exchange of power and duty regarding public capacities from the central government to subordinate and or semi-autonomous government associations or the private area. Further, Dickovick & Riedl, (2010) argue that African nations which have been decentralized include Kenya, Botswana, Burkina Faso, Ethiopia, Ghana, Mali, Mozambique, Nigeria, South Africa, Tanzania, and Uganda. Nevertheless, there are narrow studies which have been done to determine the far-reaching and relative manner to determine the impact of decentralization on service delivery. A biggest part of the findings has centered on a particular arrangement of issues, for example, interest, strengthening, or financial self-sufficiency (Batchelor, Smith, & Fleming, 2014).

In Nigerian Federalism, the adaptation of decentralization was embraced as a method for accomplishing its truly necessary objective of National reconciliation. It was foreseen this would bring the government near to the individuals and give various communities more chance, consequently integrating as a nation (Ngundo, 2014).

The promulgation of the Constitution of Kenya on 27 August 2010 cleared the route for acknowledgment of the lapsed arrangement of administration. Section 11 (Cap 11)

of the Constitution clearly accommodates the setting up of County Governments. This was trailed by the March 2013 political decision that set up 47 district governments to work with local government (Wangari, 2014). In Kenya, after the promulgation of the Constitution, both political, financial, and managerial decentralization arrangements were accomplished (Kobia & Bagaka, 2014). Therefore, in Kenya, devolution is dependent on the incomparability of the constitution, power of the individuals, and the guideline of public investment (ICJ Kenya, 2013).

A study by World Bank (2003) provides that devolution has both an explicit and implicit stimulation for service delivery improvement because of basic services which are states' responsibility, are steadily failing the poor people. Since these services are consumed locally, there is the need to enhance service delivery through devolution.

The devolved system of governance in Kenya is now 13 years old since its adoption in August 2010 and promulgation in October 2010 and implementation in with the general election of 2013. It means that this is a duration long enough to weigh the effects of devolution in the Kenyan context towards public service delivery. Devolution system is a type of decentralization where independent subordinate level units are lawfully created as distinct governance entities. It represents the transfer of powers and funding from national to local autonomic bodies, which are referred to as county governments in Kenya. Devolution system of governance is one of the major changes which were adopted by the Constitution of Kenya during the referendum held on 4th August 2010 and promulgated on 27th August 2010. It was introduced in Kenya to improve service delivery and localize decision making. In Kenya, this is embedded in Article 1 (3) and (4); Article 6 (1) and (2); Chapter Eleven and in the First Schedule and Fourth Schedule of the Constitution of Kenya 2010.

## 1.1 Research Questions

This paper set to address these two research questions.

- 1) Has devolved system improved public service delivery by the County Government of Nyamira?
- 2) Has devolution increased public participation, empowerment and quality of service delivery by the County Government of Nyamira?

## 1.2 Statement of the problem

Most studies dwell on single function or variable which cannot be taken to represent the whole performance measurement of devolved system functions. There is still a gap in knowledge that has to be filled in view of the service delivery in Kenya based on the decentralized operations. This paper endeavoured to explore this subject; the way county Nyamira County government in Kenya has performed of the decentralized functions. Despite the many studies on decentralization impact towards service delivery, very few have studied Sub-Saharan contexts and especially Kenya which recently promulgated a unique form of decentralization, and that is celebrating 10 years since its implementation. Devolution has been argued to expand the delivery of services in some countries and worsen it in others. The main aim of this paper was to find out if devolution system has improved the provision of public services in Kenya.

## 2. Literature Review

### 2.1 Theoretical Review

This study used the Principal-Agent Theory which is termed Agency Theory propounded by Jensen and Meckling (1976) in describing governance structures in decentralization system.

#### 2.1.1 Principal-Agent Theory, 1976

The Principal-Agent theory or Agency Theory) is one of the leading theoretical viewpoints in analyzing and describing reforms in public governance. The theory suggests a ‘principal’ with specific objectives and ‘agents’ who are required to implement activities in achieving those objectives. The fundamental aspect of the principal-agent theory is the agency relationship which is dependent on power positions and information flows between the two parties. The principals are the citizens or service users while politicians are agents. The main issue is how principals can manage the interests of agents so that they are both in consonance with the goals which principals need to achieve (Masanyiwa, Niehof, and Termeer, 2012). Mewes (2011) equates the agency theory to top down and bottom-up models of decentralization where local governments are agents exercising responsibilities on behalf of the principal/central government. Kayode et al. (2013) also postulates that in a democratic society, the ultimate principals are the citizens who are consumers of

specific services provided by the government. In the Principal –Agent theory, they are principal in the sense that politicians as agents seek their mandate from and act as the representatives of the public.

However, critics contend that the Agency-Theory is one-sided since it negatively characterizes an agent’s behavior as self-seeking. Also, it ignores agent loyalty, pride, and professionalism in aligning with the principal’s goals (Davis, Donaldson, and Schoorman, 1997; Kayode et al., 2013). Further, the agency theory omits opportunistic behavior by principals especially in public services where politicians and bureaucrats personally stand to gain from colluding with private agents (Kamara, Ofori-Owusu, and Sesay, 2012). Additionally, Masanyiwa (2012) citing Batley (2004) criticized the agency-theory model for focusing on the vertical relationship between the centre and periphery in a ‘one-dimensional’ way. Therefore, this makes it problematic to analyze multiple principals and agents, especially if they are of different administrative levels.

In Kenya, Agency-Theory is relevant to devolved system of government because it provides a good basis for understanding the relationship in which one party (the principal) delegates work to another (the agent) who performs the task. The Principal-Agent theory has become a widely used model for analyzing public accountability because it provides a flexible framework for modeling numerous variations in institutional arrangements, and in comparing their potential for inducing desirable behavior by agents (Gailmard, 2012). Researchers also adopt Principal-Agent theory to understand the social accountability practices between citizens and politicians.

### 2.2 Empirical Review

Don (2014) investigated the challenges of strategy implementation in Nairobi County Government. The study focused on establishing the challenges of strategy implementation at the devolved government. A descriptive cross-sectional research design was adopted and employed face-to-face structured interview guide of interviews as a primary data collection method. The study concluded that the level of management skills influences the strategy implementation in the devolved government. Besides, the organizational structure of the devolved government influences strategy implementation.

It means that practices such as bureaucratic bottlenecks, differentiated functions and roles that lead to specialization, number of reporting lines, harmony and employee placement are not being delivered. As such, the challenges that highly hinder the devolved governments' performance include lack of support from the top management, slow budget approval, lack of clear individual role, lack of alignment with the organization strategic plan, lack of employee involvement in strategy implementation. However, in the case of Kenya situation, top political class and the public supported the drive for devolving some of the functions of national government. Citizen participation in governance and delivery of public services is increasingly pursued in a bid to improve the performance of governments. Faced with constraints and failures of centralized service delivery especially at the local level, governments have turned to decentralized mechanisms of service delivery (Bardhan, 2002; Robinson, 2007). According to Azfar, et al., (1999:1) decentralization has involved 'the transfer of administrative, fiscal and political powers and functions of the central government to lower-level governments. The number of countries adopting it and the magnitude of implementation has made decentralization a key global trend in public administration and management in the last three decades (Azfar, et al., 1999; Ahmad et al., 2005; Steiner, 2005). In a World Bank policy research paper on decentralization and service delivery, Ahmad, et al., (2005:1) observe that in the period 1980-2005 'over 75 countries had attempted to transfer responsibilities of the state to lower tiers of government'.

Note that while the previous emphasis for decentralization was on transfer of resources and functions to improve administrative and service delivery outcomes, recent shift has been on the relationship of government with citizens (Brinkerhoff, et al., 2007). The shift has been prompted by what Hayden (2007:216) terms 'an assumption that development and is the product of what people decide to do themselves to improve their livelihoods'. Focusing on people efforts from decentralization makes citizens' empowerment and participation in decision making at their core. In fact, Steiner (2005:6 citing Litvack and Seddon, 1999) notes:

*'The potential of decentralization for higher popular participation through local elections and opportunities for people to get involved in public decision-making has played a key role in the drive towards decentralization'.*

## 2.3 Service Delivery in Devolved System of Governance

The crucial objective of devolution system is to ensure the public gains from efficient, effective dependable and quality public goods and services through bringing governance near to the people in the spirit of government of the people by the people for the people. Sarkar (2003) in his study repeats that devolution, through its governance is a means through which governments provides high quality services prioritised and valued by citizens.

Devolution system devolves power and resources that are intended to enhance delivery of service to the population. According to World Bank (2003) devolution has a number of inspiration for service delivery improvement reasons; including basic services, all of which are the states' responsibility, are steadily failing. Therefore, it is important that devolution needs to be embraced for the local population to be served better.

On the global scene, research shows that devolution impacts service delivery and thus Besley and Burgess (2002) findings showed that in India, central government promoted government responsiveness in provision of services, which happens where the mass media is very lively at the grassroot. This finding is in consonance with Fauget (2001), who established that that there has been noticeable increase in public investment in urban agriculture, water management, water and sanitation and education in Bolivia since the 1994 decentralization reform. But there is a greater contrast between devolution intents for a number of developing countries and the real policy outputs and outcomes in developing countries as opposed to developed world (Olowu & Wunsch, 2004).

Equally, by 2004 relative other African peers, Kenya was not doing well regarding local autonomy and authority, availability of resources and accessibility to local units, effective open and accountable local political process and governance. Olowu and Wunsch (2004) summarizes how these issues vary between, Chad, Botswana, Uganda, South Africa, Ghana, Nigeria and Kenya.

Ngugi, Ngugi, Susan & Tihany (2012) investigated factors influencing service delivery in the national police service in Kenya. They established that service delivery is influenced by factors such as technology, service standards, and employee wellbeing. These are similar factors that will affect service provision in county governments. Mwangi (2014) was studying the factors affecting service delivery underperformance in the county government of Laikipia. He established that strategic planning and performance measurement are crucial factors

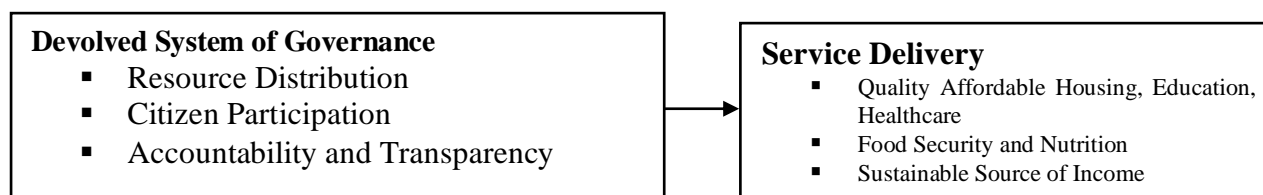
that will measure service delivery underperformance in county governments. Further, the study discovered that evaluation, documentation and communication were major factors that affected the performance contracting on service delivery in Laikipia County.

Kibanya (2015) was investigating the factors influencing customer service standards in Kenyan County governments with special reference to Nairobi County. Kibanya found out that corporate governance negatively affects customer service standards in Nairobi County. He also revealed that lack of periodic forums influenced customer service because clients are not given the opportunity to voice their views and opinions. Rodriguez

(2007) was evaluating reformed county government and service delivery performance in Florida Counties. He established that service delivery performance is better in reformed counties than in unreformed counties. According to Benton (2002), county service delivery is influenced by the government structure the county government including the three types of county services are related.

## 2.4 Conceptual Framework

The conceptual framework provides the visual context of the variables under investigation in this paper as shown in Figure 1.



Source: Researchers, 2024

Figure 1: Conceptual Framework

## 3. Methodology

The study took a quantitative approach that emphasizes objective measurements and statistical, numerical analysis of data. The study adopted a descriptive research design to facilitate determination and explanation of variable relationships. The study used simple random sampling where 154 respondents were sampled from a target population of 3,125 employees of Nyamira County. The data collection instrument used was a semi-structured questionnaire. The sampling frame consisted of county executive members and employees, member of county assembly office staff, county assembly service board members, county governor officers and county government staff. The sample size required for the study was determined by using a 95% confidence level and a sample error of 5% using the sample size was determined based on these registrants. A pilot study involving 33 staff from Trans Nzoia County was carried out and Cronbach alpha afterward computed to check internal consistency ( $\alpha = .87$ ). Regression analysis, multiple regression and correlation were run to determine the relationship between resource distribution, citizen participation accountability and transparency and service delivery following a multivariate regression model to determine the relative effect of each of the independent variables on service delivery. Moreover, an F-test was analysed to test if two population variances are equal. A test of significance of R

was also done including the test of significance for R squared.

## 4. Results and Discussion

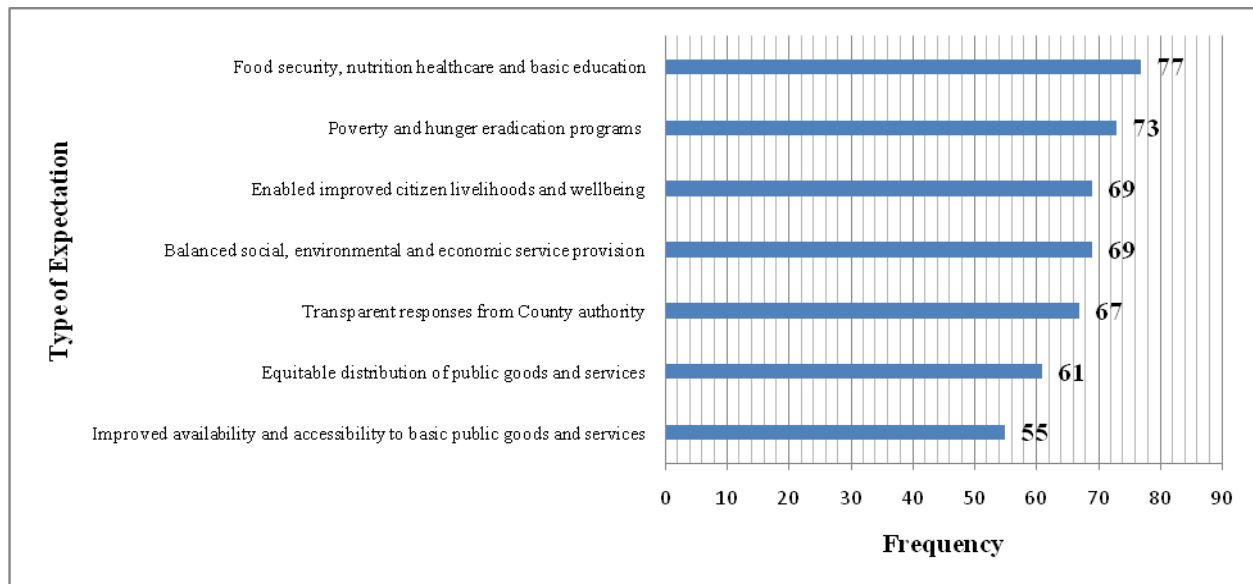
The rate of response was 87.4%. According to Kothari (2004) a response rate above 50% is adequate for a descriptive study. Therefore, the response rate of 87.4% was notably adequate for the study and considered good representative to provide information for analysis and obtain conclusions.

The findings showed that 58% of the respondents were male while 42% were female. This implied that majority 58% of the respondents were male, an indication that there was a reasonable gender representation in the study. It was also shown that the majority, 41% of the respondents were in the age bracket of 35-44 years. This reflects the current trend of the Kenya population indices of which majority are the youthful population members with 53% having attained degree as the highest level of education enhancing good understanding of survey issue and provision of valid response.

The results in Figure 2 indicated that respondents had high expectations from the devolved governance system towards public service delivery. There were expectations including improved availability and accessibility to basic goods and services, equitable distribution of public goods

and services, transparent responses from county authority, balanced social, environmental and economic service provision, permitted improved citizen livelihoods and wellbeing, programs geared towards eradication of poverty and hunger and food security, nutrition healthcare and basic education. The highest frequency was scored on food security, nutrition healthcare and basic education indication that most respondents expected that their county government should enhance their status of food security,

nutrition and basic education as a priority. These findings are collaborated with Warner's, (2003) findings upholding the view that for decentralization to be a success, both administrative and financial capacity similarly involves effective participation of citizens. Worth to note if by Shah & Thompson (2004) who argue that decentralization is an important instrument in governance of the public sector because it extends the process of decision making near the people.



**Figure 2: Distribution of Respondents by their Expectations**

The overall mean response was 4.24 points which suggests that majority of the respondents agreed that resource distribution enhances improved service delivery. The standard deviation of 0.83 implies that the responses were closely varied. It meant that resource distribution is a critical component of devolution system of governance and can be fundamental in resource distribution equitably, which will enhance improved delivery of public services.

It was also established that the biggest number of respondents, overall mean score 4.59 points strongly agreed that citizen participation accountability is an important component that determine the way service delivery practices are carried out and the standard deviation was 0.65 These findings are related with that of Brynard (2009) who postulates that public participation include an open, accountable process where individuals and groups in chosen communities can exchange views and influence decision making.

In terms of transparency and accountability, it showed that majority of the respondents with overall mean score of 4.48 points and standard deviation of 0.57 points agreed that transparency and accountability of a devolved system of governance are crucial in determining the kinds of decisions being implemented. The study concurs with that of (Fraser-Moleketi, 2012) that accountability and transparency can promote professionalism in devolved system in eliminating corrupt practices that hinder adequate delivery of services to the population of County governments mostly in developing countries.

These may give voices and voting power to the citizens to have the opportunity to influence the prioritized and localized decision making, implementation, monitoring and evaluation of decisions that concern their socioeconomic and environmental wellbeing by improved service delivery.

## Measures of Devolved System of Governance of County Government

**Table 1: Measures of Devolved System of Governance of County Government**

	1	2	3	4	5	Mean	Std. Dev.
Overall, service delivery has been on a steady increase over the last 12 months	14(5.8%)	14(5.8%)	57(21.6%)	108(41.5%)	61(26.0%)	3.7412	1.05740
Overall, quality of health and basic education, quality of social wellbeing and welfare value creation has been improving for the last 5 years	19(7.2%)	34(13.1%)	97(38.0%)	80(31.7%)	24(9.4%)	3.2210	1.04002
Transport and communication network growth has improved equitably	0(0.0%)	52(20.5%)	77(30.3%)	63(24.8%)	62(24.4%)	3.5315	1.07293
Food security and nutrition access and availability has been enhanced	19(7.2%)	61(24.0%)	92(36.2%)	75(29.5%)	7(2.8%)	2.9606	.97317
Adequate resources are distributed for improved service delivery	0(0.0%)	26(10.2%)	148(58.3%)	49(19.3%)	31(12.2%)	3.3346	.82105
<b>Composite Score</b>						<b>3.35750</b>	<b>0.99301</b>

*NB: 1=Strongly Disagree, 2=Disagree, 3=Not Sure, 4=Agree, 5=Strongly Agree*

The results in Table 1 show that respondents basically showed that they were well versed with the measures of devolved system of governance with the composite mean and standard deviation scores of 3.35750 points and 0.99301 points respectively. The composite mean score of 3.35750 points imply that the respondents were not sure of these measures as would be used in measuring devolved system of governance effects. Specifically, 108 (41.5%) of the respondents were in agreement that overall, service delivery has been on a steady increase over the last 12 months. Similarly, on overall, quality of health and basic education, quality of social wellbeing and welfare value creation has been improving for the last 5 years, 97 (38.0%) were not sure that their county government quality of health and basic education, quality of social wellbeing and welfare value creation has been improving for the last 5 years. Besides, 77 (30.6%) were also not sure on the measure that transport and communication network growth has improved equitably while 92 (37.2%) of the respondents were not sure on the measure that food security and nutrition access and availability has been enhanced and finally 148 (57.5%) respondents were uncertain that adequate resources are distributed for improved service delivery.

The inability of majority of respondents to agree or disagree by the measures of service delivery demonstrates the poor state for the delivery of services in the Nyamira County in Kenya. The poor service delivery has seen most of the residents of Nyamira County lacking access to quality public healthcare, affordable quality housing, transport and communication water and sanitation among others. Most healthcare services are with the private sector that is charging very high cost forcing majority of the residents to go without access to quality health services. It also meant the difficulty to effectively measure service delivery of County government of Nyamira and cannot track with certainty adequate resources are distributed; transport and communication network growth has improved equitably, food security and nutrition access and availability and quality of health and basic education, quality of social wellbeing and welfare value creation.

### Effects of Devolved system of governance on Service delivery

Under this, it was to establish the composite effect of devolved system of governance on service delivery. The results are as shown in Table 2.

**Table 2: Correlation between Devolved system of governance and Service delivery**

	Service Delivery	Devolved System of Governance
Service Delivery	Pearson Correlation Sig. (2-tailed)	1
devolved System of Governance	Pearson Correlation Sig. (2-tailed)	.694** 0.000

\*\* Correlation is significant at the 0.01 level (2-tailed).

**Fitness of Model**

The fitness of model elaborates the connection between devolved system of governance and service delivery. Devolved system of governance was found to be

satisfactory variable in determining service delivery. This was supported by the coefficient of determination also known as the R-square of 0.482. This means that devolved system of governance predicts 48.2% of the variations in the service delivery.

**Table 3: Model of Fitness**

Model	Coefficient
R	.694 <sup>a</sup>
R Square	.482
Adjusted R Square	.480
Std. Error of the Estimate	.643525

The ANOVA results indicate F statistic of 142.020, which was greater than f critical of 5.8 implying that the model was statistically significant. Further, the results imply that the independent variable, devolved system of governance

was a good predictor of service delivery. This was also supported by the reported p=0.00 which was less than the conventional probability of 0.05 significance level.

**Table 4: Analysis of Variance**

	Sum of Squares	df	Mean Square	F	Sig.
Regression	61.238	1	61.238	142.020	.000
Residual	106.504	212	.431		
Total	167.742	213			

Table 4 results discovered a positive association between devolved system of governance and service delivery ( $\beta = 0.240$ ). The linkage was significant at 5% level of

significance (P-value=0.000). This finding meant that an improvement in devolved system of governance by one unit led to a 0.539-unit improvement in service delivery.

**Table 5: Regression Coefficient**

	B	Std. Error	beta	t	Sig
(Constant)	1.593	0.169		9.429	0.000
Devolved system of governance	0.539	0.045	0.694	11.917	0.000

<sup>a</sup>. Dependent Variable: Service delivery

The specific model is; Service delivery= 1.593 + 0.539X<sub>1</sub>  
Where; X<sub>1</sub> = Devolved system of governance



## Connection of each devolved system of governance with service delivery

After describing the general connection between devolved system of governance adopted by county government of Nyamira and their service delivery, the study wanted to find out the relationship between the devolved system of governance approaches adopted and the service delivery. Regression analysis was applied to determine the predictive power of influence of the devolved system of

governance on service delivery of county government of Nyamira.

Besides, multiple linear regression analysis between the devolved system of governance components, the independent variables, and service delivery, the dependent variable was conducted and the results were as presented below. The results of the model summary of the regression analysis are presented in Table 6.

**Table 6: Model Summary of Regression Analysis**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Change Statistics			Sig. F Change
						F Change	df1	df2	
1	.694 <sup>a</sup>	.482	.480	.59597	.482	113.137	2	210	.000

<sup>a</sup>. Predictors: (Constant), distribution, citizen participation and accountability and transparency

The results in Table 6 indicate that the three constructs of devolved system of governance (resource distribution, citizen participation and accountability and transparency) that were investigated in this study explain only 48.2% (Adjusted R<sup>2</sup>=0.480) influence on the dependent variable (service delivery). Therefore, it posits that other factors are contributing to 51.8%, out of the scope of this study, which are controlling service delivery at the county government of Nyamira.

## ANOVA Results

Further, the ANOVA Statistics test for the overall model as summarised in Table 7 was valid. ANOVA cross-tabulated results were obtained based on the mean values on the respondents' views and opinions on the measurement indicators of service delivery in the county government of Nyamira.

**Table 7: Model Summary of the Regression Analysis**

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	85.418	6	14.236	42.640	.000 <sup>a</sup>
Residual	82.467	211	.334		
<b>Total</b>	<b>167.885</b>	<b>217</b>			

a. Predictors: (Constant), distribution, citizen participation and accountability and transparency

b. Dependent Variable: Service delivery

The significance value (p) for the relationship between devolved system of governance (resource distribution, citizen participation and accountability and transparency) and service delivery at the county government of Nyamira was (p=0.000 < 0.05) and indicated that the relationship between devolved system of governance and service delivery was statistically significant, therefore, the linear regression model was valid predictor.

## Correlation Analysis of Resource Distribution and Service Delivery

The correlation analysis findings were as shown in Table 8.

**Table 8: Correlation Analysis of Resource Distribution and Service Delivery**

		<b>Service Delivery</b>	<b>Resource Distribution</b>	<b>Citizen Participation</b>	<b>Accountability and Transparency</b>
Service Delivery	Pearson Correlation	1.000			
	Sig. (2-tailed)				
Resource Distribution	Pearson Correlation	.787**	1.000		
	Sig. (2-tailed)	0.000			
Citizen Participation	Pearson Correlation	.698**	.464**	1.000	
	Sig. (2-tailed)	0.000	0.000		
Accountability and transparency	Pearson Correlation	.721**	.198*	.212**	1.000
	Sig. (2-tailed)	0.000	0.011	0.006	
		** Correlation is significant at the 0.01 level (2-tailed).			
		* Correlation is significant at the 0.05 level (2-tailed).			

The Pearson's r correlation between resource distribution and service delivery is 0.787. This means that there is a strong linkage between resource distribution and service delivery since equitable distributed resources enables equitable service delivery. It means the changes in one variable are strongly correlated to change in the second. Given that 0.787 is also positive, therefore, a unit value increase in resource distribution leads to increase in service delivery. There is a statistical significance between resource distribution and service delivery ( $p=0.000$ ). The fitness of model explains the relationship between resource distribution and service delivery. Resource distribution was found to be satisfactory variable in predicting service delivery. This was supported by the coefficient of determination also known as the R-square of 0.6194. As a result, resource distribution explains 61.94% of the variations in service delivery. Equally, citizen participation had a Pearson's r correlation of  $r .698$  at  $p$  value  $=0.000$  indicating a strong positive relationship between citizen participation and service delivery. With a coefficient of determination, R-square of 0.487204, it means that citizen participation explains 48.72% of the variations in service delivery.

The findings revealed that the Pearson's r correlation between accountability and transparency and service delivery was .721 at  $p$  value  $=0.000$  showing a strong positive relationship between accountability and transparency and service delivery. With a coefficient of determination, R-square of 0.519841, it means that accountability and transparency predicts 51.99% of the variations in service delivery. These results further mean that the model applied to link the relationship between devolution system of governance (all the three components- resource distribution, citizen participation and accountability and transparency) and service delivery was satisfactory.

### **Coefficient of Correlation**

The coefficient of correlation was tested between devolved system of governance (resource distribution, citizen participation and accountability and transparency) on service delivery in Nyamira County in Kenya. The regression statistical results were as presented Table 9.

**Table 9: Coefficient of Correlation: Devolved system of governance and Service delivery**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.513	.169		8.951	.000
Resource Distribution	.212	.053	.296	4.023	.000
Citizen Participation	.020	.053	.028	.375	.004
Accountability and Transparency	.020	.009	.107	2.071	.003

a. *Dependent Variable: Service delivery*

The results indicated the coefficient of correlation test and the established that when the three devolved system of governance components are considered and made constant at zero, then service delivery will be effective at 1.513. From these findings, it can be concluded that, devolved system of governance has a significant effect on service delivery.

Further, at 5% level of significance and 95% level of confidence, the relationships between all the three devolved system of governance and the service delivery were all significant. This is because the statistically significant value (p) of each devolved system of governance component was less than 0.05, meaning that the relationship between each component of devolved system of governance and service delivery was statistically significant.

## 5. Conclusion and Recommendations

### 5.1. Conclusion

The findings established that resource distribution had a strong positive relationship with 61.94% explaining service delivery ( $R^2=0.6194$ ). There was a positive relationship between resource distribution and service delivery ( $\beta =0.240$ ). The relationship was also significant at 5% level of significance (P-value=0.000). This finding implied that an improvement in resource distribution by one unit led to a 0.240-unit improvement in service delivery.

It was also revealed that a positive relationship between citizen participation and service delivery ( $\beta =0.370$ ). The relationship was also significant at 5% level of significance (P-value=0.000). This finding implied that an improvement in citizen participation by one unit led to a 0.370- unit improvement in service delivery. The results revealed a positive relationship between accountability and transparency and service delivery ( $\beta =0.203$ ). The relationship was also significant at 5% level of significance (P-value=0.000). The results provided

sufficient statistically significant evidence to signify the relationship. The study concludes that devolution devolved system of governance has effect on service delivery and can be a crucial model of improving public service delivery in Kenya. It establishes the effect of resource distribution, citizen participation and accountability and transparency on service delivery.

### 5.2. Recommendations

1. Since the study confirms the theoretical claims that devolved system of governance exists then it is recommended that devolution should be embraced in local governance for enhanced service delivery.
2. Further, it is recommended that citizens should always be involved in local governance issues since their participation is instrumental towards service delivery.
3. Also, accountability and transparency mechanisms should be practiced in all aspects of devolved governance system for effective service delivery to the local population.

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