

**INFLUENCE OF VILLAGE-LEVEL PARTICIPATION ON SOCIAL  
SERVICE DELIVERY IN SIAYA COUNTY, KENYA**

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Department of Governance, Peace & Security Studies, School of Humanities and  
Social Sciences of Africa Nazarene University**

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## DECLARATION

I declare that this Thesis is my original work and had not been presented for a degree at any other university.

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## SUPERVISORS

This proposal is submitted for examination with my approval as the University supervisor.

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**DEDICATION**

This study is a special dedication to my loving wife Nasreen Herine Aroko and to my precious children Raiven Chiwo Hawi, Randall Gweth Hawi, and Ramona Mor Hawi for their continued sacrifice, love, and inspiration during the studies.

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## ABSTRACT

Kenyan citizens took a monumental step towards realizing public participation in governance by ratifying the constitution in 2010, which established national and decentralized governments. The village became the lowest unit of devolved governance in Kenya, improving decision-making, power, and community-driven socio-economic development. The purpose of this study is to determine the influence of village-level participation on the delivery of social services. Specifically, the study sought to assess the effect of village-level information, communication, and education on social service delivery, determine the effectiveness of the county participation policy framework and accountability on the social service delivery and examine the impediments of village-level participation on social service delivery in the villages of Siaya County. The study adopted the theory of the wisdom of crowds and public value theory. The research used a descriptive research design. The sample size was 380 households, selected from the target population of 28,798 households. The study used quota sampling to select respondents for the focus group discussions. The key informant interviews were chosen through stratified random sampling based on their understanding of the local population. The household heads were selected through simple proportionate sampling at the ward level and simple random sampling at sub-locations. Primary and secondary data were collected using structured questionnaires, interview guides, and document reviews the study utilized qualitative and quantitative techniques of data analysis. Descriptive statistics were analyzed using standard deviation, mean scores, percentages, and frequencies. In addition, correlation, regression, and ANOVA analysis were used to determine the extent to which facet variables (access to village information and communication, impediments to village-level participation, County Participation Policy Framework, and Accountability) predict service delivery. The analysis was aided by IBM SPSS Statistics Version 27. Content analysis was used for qualitative data and interpreted in a narrative or prose format. The study found that there was very little public participation in Siaya County, which contributes substantially to uncertain ownership and sustainability of social service delivery (Mean = 2.86, Standard deviation = 0.87) Similarly, public participation of citizens in social service delivery faced impediments to improving the lives of the poor and disadvantaged at the grassroots level in search of poverty alleviation and social service delivery. Additionally, the study revealed that county budget allocations were moderate (Mean = 3.32, Std Dev = 1.02). Overall, there was a positive and significant correlation between service delivery in the county and access to village information and communication ( $r = 0.930$ , Sig = 0.000), and also impediments to village-level participation ( $r = -0.923$ , Sig = 0.000). According to the study, village-level information, communication, and education had a positive impact on the provision of social services within the county ( $F(3,376) = 99.249$ , p-value = 0.000) but there was little public participation, which resulted in low levels of success, contested ownership, and sustainability of social service delivery. The study recommends that the County government of Siaya could hold public village-level civic education forums, invest in educating citizens on information and communication technologies use, and engage villages in accountability for social service delivery.

## OPERATIONAL DEFINITION OF TERMS

- Accountability:** Degree to which local governments have to explain or justify what they have done or failed to do to the citizens
- Decentralization:** The transfer of administrative authority such as planning, decision making, and the collection of public revenues from the central government to provincial institutions, local governments, or federal units.
- Devolution:** System of government in which responsibilities and duties are assigned to local government, with resources required to execute the functions.
- Governance:** The exercising of political, economic, and administrative authority to manage a society's affairs.
- Household head:** One of the members of the household is recognized as the head of the unit by the other members of the household unit or by himself (or herself) if living alone, and has 18 years or more.
- Public Participation:** Influencing decision-making made by individuals, governmental, and non-governmental organizations in governance, legislation, service delivery, oversight, and development matters. It is an open two-way interactive mechanism in which the duty bearer communicates information in a clear and timely manner, and the public

is engaged in decision-making that responsive is, and accountable to their needs.

**Service Delivery:** Provision of social services such as water, transport, healthcare, and electricity, intended at alleviating human suffering and by extension, at improving the quality of life of people.

**Social Services:** The objective of poverty reduction, and improvement of quality of life in education, health, water & sanitation, climate, housing & urbanization and gender, youth, sports & culture.

**Variable:** Empirical property that can take two or more values and can change in quantity or quality.

**Village Units:** Governance units to be determined as per requirements of Section 53 of the County Government Act 2012.

**ABBREVIATIONS AND ACRONYMS**

<b>ADB</b>	African Development Bank
<b>CADP</b>	County Annual Development Plan
<b>CDF</b>	Constituency Development Fund
<b>CDTF</b>	Community Development Trust Fund
<b>CG</b>	County Government
<b>CIDP</b>	County Integrated Development Plan
<b>COG</b>	Council of Government
<b>DFRS</b>	District Focus for Rural Development Strategy
<b>IEA</b>	Institute of Economic Affairs
<b>ISA</b>	The Institute for Social Accountability
<b>KDHS</b>	Kenya Demographic Health Survey
<b>KIPPRA</b>	Kenya Institute of Public Policy Research and Analysis
<b>LA</b>	Local Authorities
<b>LATF</b>	Local Authority Transfer Fund
<b>MTP</b>	Medium Term Plan
<b>OECD</b>	Organization of Economic Cooperation and Development
<b>RoK</b>	Republic of Kenya
<b>SPSS</b>	Statistical Package for Social Sciences

## CHAPTER ONE

### INTRODUCTION

#### 1.1 Introduction

This chapter presents the context of the study, the funnel approach relating to global, regional, and local perspectives, the statement of the problem as well as academic gaps, the research purpose and objectives of the study (three in number), the significance of the study, limitations of the study, research assumptions, theoretical framework (two which are informed by study objectives), and conceptual framework.

#### 1.2 Background of the Study

Public trust in governments is deteriorating across the world as a result of government scandals, public fraud, the inability to prosecute public-funds criminals, and a fall in government expenditure on public projects, resulting in greater public apathy and low voter turnout (World Bank, 2018). Kenya is one of the countries that has demonstrated this trend (Ndubai, 2018; Kamara, 2019). Many countries that have faced problems in engaging citizens in democratic processes and governance have embraced public engagement. It is believed that participation is critical in preventing public officials and politicians from abusing their positions of authority. It has also served as a check on government employees' excessive discretion in public processes (Goodman et al., 2018).

Simiyu and Mweru (2017) maintain that public participation bolstered devolved roles, functions, financing, and management processes right from the national government to county governments. The practice should improve community economic capital and democratic powers, transfer services, and growth for devolved governments (Rodriguez & Gill, 2019). Goodman et al. (2018) further admit that

governments have used different measurements. Some have decentralized services and involvement in local communities through devolved governance.

The governance approaches include de-concentration, which shares administrative roles and decision-making of the central government with regional and local administrative offices. In other contexts, institutions such as development agencies and state enterprises have acquired substantive management and authority from national government functions referred to as delegation (Cheema & Rondinelli, 2017). The rationale behind public participation has been significant in increasing legitimacy and dialogue among local people, contributing to and influencing decision-making in policy processes and project management. Public participation has had a remarkable impact on government, creating realistic and theoretical debates on participation policies, practice, knowledge, and expertise and enhancing accountability.

### **1.2.2 The Concept of Village Level Participation**

Village level Participation has been defined as a social process whereby specific groups with shared needs living in a defined geographic area actively pursue identification of their needs, make decisions, and establish mechanisms to meet these needs as cited in (Ndekha, Hansen, et al. 2019). Andrea and Garrett (2017) refer to the maximizing of people's involvement in various domains or stages of development. Involvement must extend beyond implementation or "free" labor and monetary contributions to policy decisions. People require essential liberties to freely express themselves and reach their full potential in areas of their choosing. The study takes note of Article 176 (2) of the Constitution, which decentralizes efficient and practicable county government functions and services. The village is further anchored

by the County Governments Act, 2020 as the lowest unit of devolved governance. Countries around the world have been putting in place governance mechanisms that integrate citizens into service delivery for the management of education, health, and agriculture (Howlett & Nagu, 2019). Several studies have discussed village-level participation and service delivery, as discussed below.

Martson, Renedo, McGowan, & Portela (2018) acknowledged that public participation in decision-making is strong in the United States of America and that this has enhanced service delivery. The findings of the study also revealed that participation in public service delivery had a significant impact on citizen outcomes. George, Mehra, Scott, and Sriram (2017) took a similar approach in determining the degree, form, and value of citizen participation in Canada, and the study findings indicated inconsistency in community involvement, although its effect on service delivery was positive. Chalil (2020) cited the Indonesia decentralization case where the transfer of social services to villages had failed due to the top-down approach and influence, corruption, and mismanagement. In India, a study by Ghatak & Ghatak (2018) shows how the Indian state governments have empowered village councils, which has improved participation, accountability, and social services.

Regionally, the reality of village-level participation and social service delivery is scary but also evident. Daie (2020) shared that the Ethiopian villagization program by the government in the 1980s to settle 13 million rural people failed due to limited participation and policies in the 1990s. In a study on Nigerian public service delivery under the civil rule, Oyedele (2017) states that the Nigerian government's ability to efficiently and effectively handle public affairs and assure quick and quality service delivery has been questioned. As a result, service delivery in the Nigerian public sector continues to fall short of public expectations. Mbilinyi (2019) acknowledges the



Ujamaa model under the Village Act of 1975 in Tanzania may have had an institutionalized culture but had gaps in continued government funding and periodic accountability. In a study done in Uganda, Lawino (2020) concluded that citizen participation in public sector policymaking processes is low. The study focuses on public participation in planning, identifying the roles and duties of individuals involved in the process, and analyzing the primary issues faced by residents. It was discovered that citizens' awareness of public engagement is limited, their attitudes are negative, and their participation is insufficient.

Locally, a study by Wandaka, Mungai, and Odindo (2017) acknowledges that the process is fraught with difficulties. They postulate that the new constitution guaranteed not only participation but also information access. However, public engagement in the process has been difficult, and the entire procedure is considered merely symbolic. The inaccessibility of information is cited as the cause. Kinyoda (2017) examined constituent participation in project identification and selection, using the Makadara CDF as an example, and proposed that the government and civil society facilitate public awareness campaigns to improve project performance.

Hadsan (2019) discloses that Makueni County has inculcated public participation values into its citizens with many participatory processes developed from planning to the delegation of county plans, agendas, and initiatives, thereby improving service delivery. It shows the ability of county governments to implement projects based on their local concerns. In the case of Siaya County, the Public Participation and Petitions Act (2015) provides mechanisms for implementing county policies and plans at the ward or village level. The Act includes creating administrative capability, enhancing self-governance, implementing public participation principles, and service delivery. Citizens are yet to enjoy the benefits of participation in the village units.

Odote (2021) confirms that the County Governments Act 2012 ensures village units are established based on the community's interest, heritage, economy, traditions, and beliefs; and communication; and ensures representation of minorities and marginalized groups.

The case of the County Government of Busia (2019) indicated that one hundred and twenty village unit administrators have been coordinating public participation in the villages to deliver social services. Citizens have increased involvement in county forums and programmes. The Siaya County Annual Development Plan (2019) stated that the County Village Administrative Unit Act 2018 was to demarcate villages, but staffing of village administrators was not done, citing the reason for the ballooning wage bill. It was associated with employment rather than accountability and service delivery; participation among citizens continued to dwindle. That is why the study reviewed the 2012 Constitution of Kenya, Article 1, 10, 27, 33, and 69 (1) roles of the county government and the influence of village-level participation. In the process, the study also reviewed the divergence and convergence of the County Governments Act and the Siaya County Village Administrative Unit Act 2018 concerning village-level participation, delivery of social services, and responsive county government.

### **1.2.3 Service Delivery in the Public Sector**

Service delivery is a factor that defines the relationship between providers and consumers, with services being offered by the provider in the form of a task or information leading to value gain or loss (Avortri et al., 2019). Globally, the public's need for openness and more accountability for money spent, as well as better public services, has grown (Raymond, 2019). Service delivery affects the participation of citizens in many countries. Much legislation to improve social service delivery,

increase citizen participation, and transform devolved governance has been introduced. Many governments, including the United States, New Zealand, Canada, and Singapore, have witnessed successful improvements in community service provision through a variety of initiatives (Thomas, 2019). Based on the useful information provided by studies conducted on public institutions in the United States, Robichau & Lynn (2017) recognized that administrative structures, leadership techniques, as well as management values and strategies, all played a role in the delivery of these types of organizations. In other countries such as India and the Philippines, donors have sought frameworks of good governance and public service delivery versus benchmarked achievements, which serve as the foundation for long-term development investment assistance (Singh, Pathak, Naz, & Belwal, 2017).

Public satisfaction with service delivery has been measured using sample surveys. Performance is measured in terms of time and quality of service, personnel helpfulness, and the length of time it takes to resolve problems. The reports are meant to hold public service companies accountable for better public service delivery (Wauters, 2019). South Africa's government summed up the numerous steps employed by executives and overseers in the public sector to improve performance. In Nigeria, the capacity to manage public affairs and promote service delivery was evaluated. As a result, from its foundation, the Nigerian government has implemented far-reaching structural and human management changes aimed at enhancing its performance. However, service delivery in Nigeria continues to fall short of public expectations (Oyedele, 2017).

Locally, Article 174 on devolution and Article 174 (f) of the County Governance Act on standards and norms for public service delivery were enacted. The theoretical argument is that devolved governance needs to translate county policies

into meaningful citizen-led goods and services. According to Muriu (2021), devolved governance has contributed to and improved social service delivery for citizens in the counties. Citizens had the opportunity to participate in the county budget and were empowered to hold leaders accountable. Abe and Monisola (2017) asserted that the government had the responsibility to facilitate social services, poverty reduction programs, and improve infrastructure in the local areas.

The promulgation of the Constitution of 2012 was due to the increased demand for improved social services based on citizen needs. Wagana, Iravo, and Kihoro (2019) argue that devolved governance has facilitated county-level fiscal, political, and administrative systems where people are engaged in decentralized policy implementation and receive county-level government responsiveness. The study acknowledges partial sharing of resources and slow implementation of county programmes failed to address impediments to village level development and underlying causes of poverty affected by limited social service delivery. In the theoretical context, this study explored village-level participation and its influence on the delivery of social services.

### **1.3 Statement of the Problem**

Devolved governance was embraced in Kenya, thus improving citizen responsiveness towards social delivery. Limited participation in villages estranged local communities from social service delivery as a result of restricted information and communication. Society stands to suffer from poor service delivery in county development processes if there is no village-level participation in governance. In Siaya county, more than 70% of the projects have encountered several hindrances due to insufficient funding, feedback, and monitoring (Juma, 2019). The Auditor-General's Report on Siaya County (2021) found that most of the projects identified for

implementation were commissioned without feedback and went beyond the defined time of completion, along with fictitious payments totaling a loss of Kshs 4,014,237,471.00 (GOK, 2021), which is a determinant that this study examined.

There are conceptual gaps in studies on social service delivery, legislation, and practices. Namanya (2017) argues that devolved governance continued as a political-institutional model tested under the Constituency Development Fund Act of 2003, but struggled to achieve accountability due to limited information and communication. It negates the question of whether the villagers were aware of the projects (Hadsan, 2019). There is a gap where there is a lack of domestication of practices on whether the villagers were interested in the county's development. Restricting participation in the village continues, contrary to the County Governments Act (2012).

The 1965 Session Paper No. 10 neglected and slowed growth in less developed rural regions (Opiyo, 2014). The Nine National Development Plans, including the District Focus on Rural Development, 1983, promoted the Harambee spirit and integrated districts as social development units that excluded the public (Kirori, 2017). The Local Authority Service Development Plan (LASDAP) faced problems with service delivery and non-compliance with citizen-driven policies. This prompted Kenyan citizens to pass the Kenyan Constitution in 2010 to address the imbalance in public participation as a result of delayed revenue allocation, poor intergovernmental relations, and unaccountability. This study also examined why the experimental projects failed to deliver social services and participation at the village level.

County regulations and legislation enacted and implemented have continued to be empirically deficient in practice. Studies by Abdumlingo and Mwirigi (2017) and Kobia and Bagaka (2017) confirmed the weaknesses and accomplishments of the

devolved government. Simiyu, Mweru, and Omete (2014) indicated citizen models were not effectively integrated to boost the economic well-being of the villages in Kimilili. Macharia, Wambua, and Mwangulu (2017) shared that village participation failed in the Kipipiri constituency to access information, education, and accountability. This study, therefore, sought to determine the influence of village-level participation on the delivery of social services in Siaya County, Kenya.

#### **1.4 Purpose of the Study**

The purpose of this study is to determine the influence of village level participation on the delivery of social services. This study primarily concentrated on the selected households from the three sub-counties of Ugunja, Gem Yala, and Alego Usonga in Siaya County because of their increased role in citizen engagement in devolved governance.

#### **1.5 Objectives of the Study**

The general objective of this study was to determine the influence of village-level participation on social service delivery in Siaya County, Kenya, with selected households from the three sub counties of Gem Yala, Ugunja, and Alego Usonga being the main focus of the study. The specific objectives of the study were as follows:

- i. To assess the effect of village-level information, communication, and education on social service delivery in Siaya County.
- ii. To determine the effectiveness of the county public participation policy framework and accountability on the social service delivery in the villages of Siaya County
- iii. To examine the impediments of village level participation on social service delivery in Siaya County.

## **1.6 Research Questions**

The study was guided by three questions

- i. What is the effect of village-level information, communication, and education on social service delivery in Siaya County?
- ii. To what extent does county public participation policy framework and accountability in the villages affect the social service delivery in Siaya County?
- iii. How do the impediments of village level participation affect the delivery of social services in Siaya County?

## **1.7 Significance of the Study**

Kothari (2019) notes that the importance of a study determines the rationality of the study for systematic literature as well as how it affects major development problems in society. At the level of the village, the study explained and indicated the mechanisms used to influence village-level participation in social service delivery within Siaya county, which established references for people, especially at the level of the village, complementing the spirit of democracy while addressing the complex encounters of constitutionalism. The study served as a literature review source to clarify the relevant insights into the existing information gaps on findings that allowed the government of Siaya county to enhance its understanding of village-level participation in devolved governance. The case of the designated village households that devised inclusive strategies to influence the duty bearers to improve the delivery of social services at the county level.

The study also enriched academic discussions, evaluating ideas and hypotheses on governance and social development programs that were used by a range of

stakeholders, including citizens, women, youth, and special interest groups, civil society organizations, the government of Kenya, in particular, the Siaya County Government, and other practitioners involved in governance and policy. The study results also provided a knowledge-based structure for village-level participation to be used as a guide in their social service delivery processes and decision-making by other countries in Kenya. In addition, the study findings would trigger discussion among other stakeholders, and policy institutions, and initiate more constructive country reforms. Finally, the thesis may allow other studies to conduct further studies to either validate the results of the study or fill the gaps created.

### **1.8 Scope of the Study**

Mugenda and Mugenda (2013), argued that researchers aimed to cover all dimensions concerning the scope of a study. The study sampled county government officers, county assembly members, civil society, and other individual respondents who are much more aware of the governance initiatives at the village level. Many previous studies undertaken on devolved governance were specific to the methodologies used. In Siaya County, the study adopted a descriptive survey design to analyze the influence of village-level participation on social service delivery in the villages of the thirteen selected sub-locations in the Alego, Gem Yala, and Ugunja sub-counties of Siaya County. The study also examined knowledge sharing and communication, the influence of knowledge, public participation policies, and accountability on the village's delivery of social services. The study commenced from February 2021 to June 2021, covering selected village households in Siaya County.



### **1.9 Delimitations of the Study**

Bailey (2017) observed that delimitation is the boundary line or the external limit of a specific sample. The target population is 380 people from the selected villages, including women's youth and special interest groups, civil society organizations, the national government of Kenya and the county government of Siaya, and other practitioners involved in governance and policy. The study was not conducted for academic or non-commercial purposes. Siaya County is one of the forty-seven county governments that need to provide accurate and complete information through strict measures to control information to completely legislate and integrate village-level participation and meaningful social service delivery programmes. To secure information and data, the researcher provided appropriate identification details.

### **1.10 Limitations of the Study**

Kothari (2019) argued that the research limitations are the basic methods or design elements that have influenced or affected the interpretation of the results of the study. The researcher may experience problems during the analysis, including minimal cooperation from some respondents who may not provide the necessary information during the study. There may be limitations to financial capital in the preparation of data sets, including policy and pre-testing tools. The study engaged two supervisors who reviewed the tools and respondents who volunteered knowledge at the pilot site in Gem Yala. To resolve this, similarly, the researchers resolved the limitations of the process. A transmittal letter from the University of Nazarene in Africa and a permit from NACOSTI ensured that the details were gathered for research purposes and handled with confidentiality. The research used a systematic scientific method,

theoretical literature review, interpretation of findings, and correctly reported data collected.

### **1.11 Assumptions of the Study**

Mugenda and Mugenda (2013) acknowledged that the assumptions in a study are aspects that are beyond the reach of the researcher, but if they fade away, the study would turn out to be irrelevant. In the county, households in the villages represented a characteristic sample of the target population and assumed that people lived within reliable community structures. It is presumed that the achievement of the objectives of the study relied on mechanisms of public participation, delivery of social services among the target population centered in Siaya County, affected by undesirable planning, participation and accountability, and village supervision. Another assumption is that, based on their corresponding local needs and concerns, the respondents provided information about the required public participation and social service delivery within the villages of Siaya County. Finally, external policies were required to foster responsive state and community ties toward the growth of villages and proactive devolved governance.

## **1.12 Theoretical Framework**

A theory is a framework for describing phenomena by describing constructs and the laws that link them together. The construct proposed by Mugabe (2013) existed in the predictions of a scientific concept, abstraction, or idea derived from specific scientific theories. In their statement, Nelson and Knight (2017) maintained that a theory is a systematic body of ideas about a specific subject or phenomenon. Theories categorize and describe a wide range of behavioral facts and descriptions. The theoretical framework is critical in providing a model for literature review and data linkage to a sample (Fulton, Krainovich-Miller & Cameron, 2017). Indeed, it could be argued that researchers go out into the field to create and describe data and hypotheses that already exist (Robson, 2018). This serves as a foundation for theoretical results, anchoring them to context and allowing for generalization (Polit & Beck, 2019).

### **1.12.1 Public Value Theory**

Bozeman (2017) recognized public value as services delivered in compliance with the general public interest. "Public interest" is explained as the unsurpassed interest of society to be played by educated people. It illustrates the benefits to be achieved by citizens during the delivery of social services. It educates them about the best choices. This principle was well entrenched in the study to help educate public institutions on the value and role of local stakeholders, provide social service delivery, and achieve the best public interests through many community policies in the defined course. According to Staples and Dalrymple (2019), people have an interest in having an impact on government processes. Quality management, quality social services, transparency, public participation, and good governance support them. Reynoso and Moores (2015) said that the theory affected public service delivery by people's

concepts, beliefs, and choices. It fosters dialogue between administrators and citizens to consider economic skills and organizational procedures in their organizations. Reynoso and Moores (2015) argued in their critique of the theory that the emphasis on economic performance is closely associated with private sector principles of improving the quality of goods and services and may interfere with the social values of the people they claim to represent in governance processes. According to Bozeman (2017), economic individualism exceeds public interests when citizens are promoting individual dominance in communities. The negative effect of fiscal decentralization may have alienated participation at the village level in counties when deciding on budgeting and resources invested in social service delivery.

The study recognized that theory provided a paradigm shift that integrated a model that enhances community satisfaction, improves efficiency and effective performance, and upholds trust. It encouraged village-level participation, promoted policy-making, integrated quality management, and accountability for social service delivery. More specifically, this applies to the study as it focuses on participating in democracy as a core framework of processes in which people participate in meaningful dialogue with officials and authorities.

According to the study, the theory presented a paradigm shift that incorporated a model that promotes community satisfaction, efficiency, effective performance, and trust. It fostered policy-making, integrated quality management, and responsibility for social service delivery at the village level. This is especially true for the study, which focuses on democracy as a key framework of systems in which people engage in meaningful dialogue with officials and authorities. Public value theory is about interest in societies that include villages where lower cadres of communities live. As

stakeholders in the delivery of social services, citizens would gain significant benefits and values (Bozeman, 2017). The theoretical foundation is essential for communities to comprehend the benefits of engaging in government programs, planning, budgeting, and making educated decisions. People have interests and may influence government processes, according to Staples and Dalrymple (2019). Increased public participation, enhanced information and resources, decentralized decision-making, and accountability are all valued by the public. Public value theory is linked to people's thoughts and values as entrenched in Kenya's 2012 constitution. Citizens enjoy social services delivered and provided by the county government, but their failure to reach the bottom of society affects their aspirations.

Moore argues that the theory has its drawbacks in that it cannot account for the expectations of citizens and the actual values created through public administration, and it cannot provide an adequate understanding of public administrators and their activities. Furthermore, Bozeman (2017) is critical of market-based approaches because they idealize market relations as purely competitive and do not theorize power differentials and politics. The idea that the government provides services only when there is a breakdown in the private market is based on the idea of a perfectly competitive market as the basis for public policy. It simply means that neither the actual instability of markets nor the actual relations of power are captured conceptually.

However, this theory is relevant to village-level participation in many ways. The wisdom of crowds has a significant theoretical connection to influencing village-level participation in social service delivery. The theory, in line with the study, envisions more villages engaged in public policy, decision-making, and citizen-led

deliberation. Hourdequin, Landres, Hanson, and Craig (2020) argue that public participation is a solution to the governance, democratic processes, elections, and political representation challenges facing citizens. In the process, citizens' expectations of their groups, communities, and organizations are significantly improved. This would ignite debates, create diverse partnerships, share varied stakeholder experiences, and boost their knowledge. It enhanced their relationship with the county government and improved social service delivery. However, the theory does not cover the dependent variables aspects such as knowledge and policies, which necessitated the second theory on the wisdom of crowds

### **1.12.2 Wisdom of Crowds Theory**

The Wisdom of Crowds theory assumes that huge groups of people are collectively smarter than individual experts. It considers that a group's combined knowledge and opinions are superior to an individual in terms of decision-making, problem-solving, and innovation (Surowiecki, 2020). The theory behind the wisdom of crowds is that when individuals are collected in a group, they will be able to express a level of intelligence higher than they would have been able to individually (Lévy, Casalegno, & Amemado, 2018).

This theory recognizes the influence of the community of users whose knowledge, participation, power, and feedback provide perspectives and conclusions regarding their interests and needs. It further states that collective thoughts in crowds enhance the capacity to run more effectively than individuals in public processes (Hong and Page, 2019). The theory guarantees guaranteed decision-making and improved communication mechanisms among groups. The significance of this theory enhances appropriate knowledge generated during public participation among groups.

It also reviewed the impediments to county social service delivery. If well handled, it may reduce the risks as community networks expand and social power among members widens.

Surowiecki (2019) explains that five factors are relevant for the wisdom of crowds to exist. First, diversity amongst individuals means that they have different ways of thinking. This comes from the individuals' upbringing, education, experience, and other factors that will shape a person through life. It also includes knowledge, and with different amounts and types of knowledge, the crowd will be wiser (Surowiecki, 2019). Secondly, Surowiecki (2019) states that independence is important because people are easily affected by what they see or hear other individuals do and speak. When they are independent of each other, they make predictions from their private ignition, which reduces the chances that the individuals will make the same mistakes when predicting, which would have made the crowd unwise. Third, decentralization ensures that power is spread out and that individuals are encouraged to be independent. They can use their private knowledge to solve problems (Surowiecki, 2019). Fourth, coordination ensures humans can make choices on how they think the people around them will act. The choices will be made based on what they think will be the best for the group, and with everyone in the group thinking like this, they will be able to coordinate a great solution (Surowiecki, 2019). Lastly, trust is a key factor because humans need to trust other people and the systems around them. Humans do not like injustice. They think others should not get more for the same amount of work, and they do not want to participate if they think others are not (Surowiecki, 2019).

Pieces of literature criticize the theory. Crowds' behavior would have significant importance in organizations and their performance in accomplishing tasks,

reaching decisions, and influencing the influence of a few people (Page, 2019). Deliberations conducted within crowds may be distorted and provide incorrect solutions. It may affect the accuracy of their performances. Individual ability superseded group decisions (Koriat, 2015). The theory was applied carefully in the study while incorporating the views and influence of community members and other county stakeholders at the village level (Page, 2019).

The study integrated this theory into the dependent variables such as information sharing, capacity building, knowledge, better policies, and accountability based on the influence of local citizens (Surowiecki, 2019). Empirical studies have identified flaws in the decisions made by dominant people who neglect other people. The county government would integrate a multi-faceted society that helped in resolving social service delivery issues, as the government could not solve them alone (Boozeman, 2017). The theories complement village-level participation, increase informed decisions, value citizen satisfaction, and improve social service delivery. It resulted in trust, stimulating decision-making, and responsive government management among the citizens (Page, 2019).

Overall, the theoretical viewpoints have reinforced the influence of village-level participation on social service delivery. It is critical to review the impediments resulting from economic individualism that exceeds public interests and promotes individual dominance (Boozeman, 2017). It may further alienate citizens when engaging in budgeting and resources invested in social service delivery. Participation should be developed as a cornerstone for county development, cultivating representation, information, citizen consultation, and the acceleration of rights. The deliberation may get distorted in villages and affect the accuracy of their



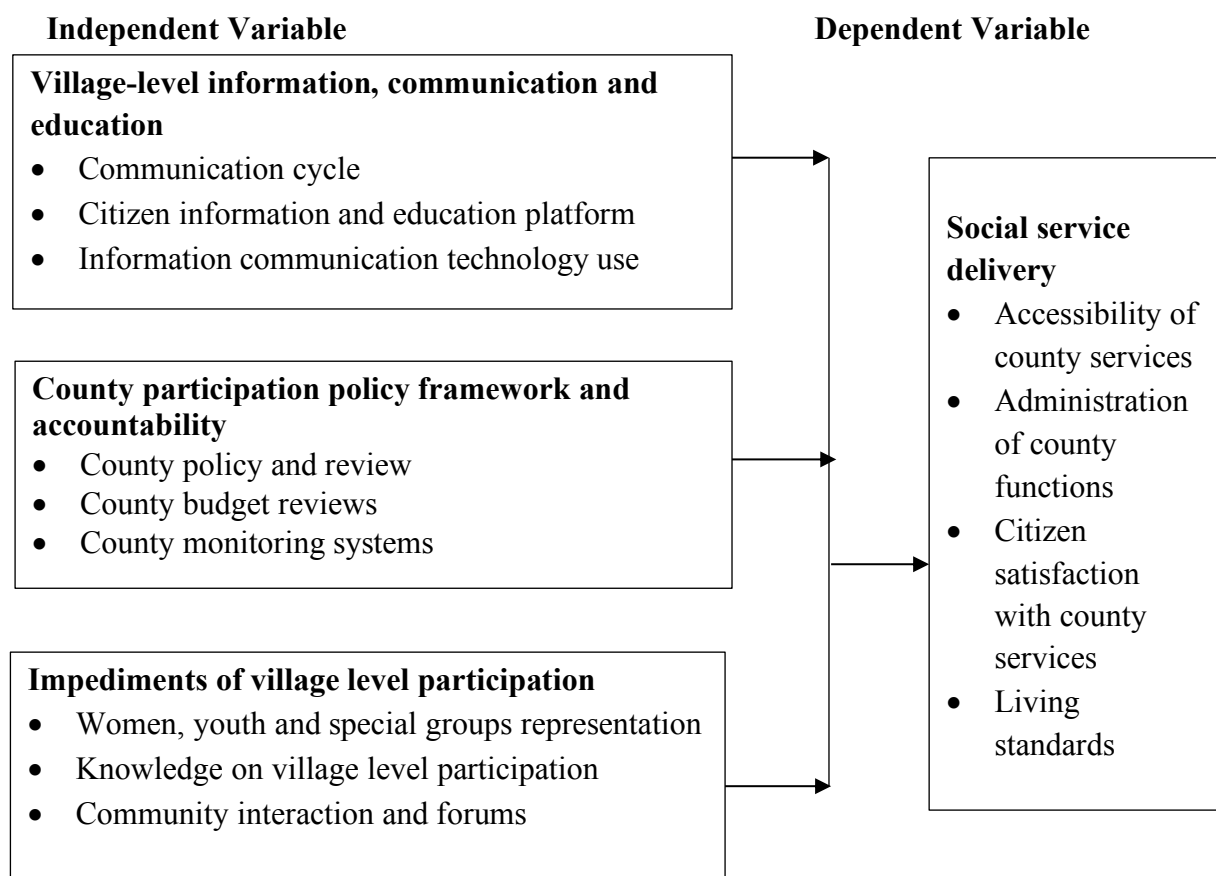
performances. Individual ability superseded group decisions (Koriat, 2015). The theories offer perspectives that could be embraced by county governments as citizen-friendly models that enhance social service delivery, decision-making, and accountability. That explains why this study reviewed the influence of village-level participation and social service delivery as a vital function of the government.

### **1.13 Conceptual Framework**

Orodho (2012) asserts that the relationship between independent and dependent variables is established by a conceptual framework. The system of assumptions, perceptions, principles, values, and hypotheses facilitates and guides research and is, therefore, a key component of research design. Three independent variables are described in the current study: the influence of village information, communication, and education on social service delivery; the impediments of village-level participation on social service delivery; and the influence of the county policy framework and accountability on the delivery of social services in the villages of Siaya County.

The first objective of the study assessed the effect of village-level information, communication, and education on social service delivery in Siaya County is to assess the communication systems, the use of citizen information and education channels, and information communication technology. The second objective affected the representation of women, youth, and special interest groups, their knowledge, and interactions in the village. The third goal was assessed by reviewing county participation policies and accountability challenges concerning county policy planning, budgeting, and county policy review. The issue of accessibility of county services, management of county operations, citizens' satisfaction, and community engagement in county affairs are assessed by the independent variable – service

delivery. The conceptual framework is used to illustrate that the research variables identified in the study are interrelated. The diagrammatical representation of the conceptual framework is presented in Figure 1.1 below.



**Figure 1.1: Conceptual Framework**

## CHAPTER TWO

### LITERATURE REVIEW

#### 2.1 Introduction

The literature review gives importance to village-level participation in the delivery of social services as informed by the objectives of the study. The empirical literature is guided by these objectives, namely; determining the influence of information sharing, communication, and public education on service delivery in the villages of Siaya County; examining the impediments of village level participation on social service delivery in the villages of Siaya County, and establishing the influence of the county's participation policy framework and accountability on social service delivery in the villages of Siaya County. These perspectives are offered by theoretical approaches relevant to the influence of village-level participation on social service delivery, and empirical literature is also introduced to further explore the study's knowledge gap.

#### 2.2 Review of Literature

The publications on village-level participation in Kenya, published between 2000 and 2018, have been analyzed and contrasted. The experimental and contextual basis of the articles provided meaning for the methodologies employed by researchers. This section offers an impartial literature analysis of the study objectives herein. The pilot study can reveal deficiencies in the design of proposed research tools (Kothari, 2019). It was the overarching justification to discuss participation at the village level in devolution and sources of literature and empirical studies can be arguments for constructing a conceptual model: a case of selected villages in the Siaya county of Kenya. The literature below examined village-level information and communication,

impediments to village-level participation, and how county participation policies and accountability impact the socio-economic well-being of local citizens.

### **2.2.1 Village-Level Information, Communication and Education for Social Service Delivery**

Devas and Grant (2019) agreed that information quality is an essential element for ensuring authentic influence on the public. This study takes note of the gaps in approaches and methods used to reach out to citizens by strategically circulating literature and materials concerning social services that may enrich their participation. Communication is critical for organizations to succeed. Finlay (2020) attributed the successful use of information distribution, social marketing, social mobilization, and media advocacy to have a lasting impact on the delivery of social services in devolved governance. In particular, the villages remain important stakeholders for continued knowledge and education, ensuring meaningful change in the country (Devas and Grant, 2019).

In Kenya, the demand for public participation and social service delivery has become the cornerstone of the country's development. The government has tried out new ways of engaging citizens in different phases, utilizing information and communication approaches to amplify their voices. Tufte and Mefalopulos (2017) found that dialogue, information sharing, opinions among people, and perceptions facilitate participatory communication. It would further influence citizen empowerment and not be captured adequately as a gap at the village level. In addressing this, Visser, Lugt, and Stappers (2017) stated that local stakeholders should be the beneficiaries of information, co-creators, and co-owners, spurring mutual recognition. At the same time, Mbilinyi (2019) affirmed that citizen behaviour and

perception transformed in Tanzania's Ujamaa Model as an outcome of sustained information and communication. It contributed to the institutionalization of community beliefs, culture, and rural economies as an outcome of the villagization policy, Village Act, 1975. The village development programs formed part of the village plan to construct roads, health facilities, classrooms, and related social services. The model faced challenges with local financial support and periodic accountability due to limited information and communication.

The foundational challenges of information and communication experienced by counties in Kenya are vast. Nevertheless, in the case of Makueni County, how they managed to provide level ground for the ratification of the County Disclosure and Communications Policy in September 2021, enhanced the dissemination of information, and increased public knowledge of governance (Oduor, 2015). Information and communication technology (ICT) is an emerging development shift that triggered positive results from residents, and the county government increased their interactions, but there is still a need for local skills and infrastructure that enhance citizen digital engagement. It was alluded to as an innovative digital public participation and social service delivery approach that used a mixture of social media and traditional and other media channels.

In the process, we cannot rule out the infrastructural and adaptability problems and how they have impacted their citizen use, complicated by insufficient funds and literacy reducing access to information (Zanello and Maassen, 2019). Odhiambo and Opiyo (2017) argued that numerous countries have employed public participation approaches. In Mombasa and Taita Taveta counties, citizens preferred town hall meetings to those in Kajiado and Kilifi counties. Sub-county and ward administrators

have organized people for public participation. The counties in question, however, did not set up village units, citing insufficient funding. Evidence shows attempts to create village units in the counties of Taita, Taveta, and Kajiado. According to Adams (2019), people have little space for dialogue and fear sharing their opinions, leading to one-way commitment. Azfar, Kahkonen, Lanyi, Meagher, and Rutherford (2019) speculated that county officials had the authority to control the delivery of services, but limited information hindered accountability by citizens. Their voices should be enhanced in decentralized systems to enjoy the benefits of public participation, which is why the study was conducted in Siaya County.

### **2.2.2 Influence of County Participation Policy Framework and Accountability on Social Service Delivery**

Public participation became the primary determinant in the development programme. To attain the stated objectives, development scholars have continued to advocate for greater public participation of beneficiaries. According to Yang and Callahan (2020), more people should be involved in administrative and managerial processes, decision-making, policy processes, social service delivery, and government initiatives. According to TISA (2017), the devolved governance system developed regulations for sub-counties as administrative, budgetary, and service delivery divisions under county governments with limited political responsibility. The county assembly has been entrusted with policy and legislative functions.

The Public Financial Management Act (2012) and the County Government (2012) Act, Sections 47 and 54, prescribe governance, accountability, and monitoring of CIDP implementation progress. Policies developed at the county level integrate local committee structures, functions, and duties to enhance social service delivery and performance management. Naburi, D. N., Mugalavai, E. & Obiri, J. (2018), cited in

Adaptive Capacity in Watershed Governance for Food Security in the Lower Sio River Basin, Busia County, found that the county government failed in the implementation of existing policies that would address the destruction caused to the watershed and food security at household levels due to limited information and early warning systems and the failed traditional system. Weak government responsiveness reduced rural poor people's reliance on ecosystem services and food production. In this study, accountability, monitoring, and county participation policies were analyzed to further examine inclusive decision-making, devolved governance, and feedback.

The feature of robust devolved governance practices was the focus of a blistering debate among policy analysts. Asaduzzaman (2019) posited public participation of the local people in Bangladesh and how the county policy framework and accountability affected decentralization. Citizens affected by political intrusion and permeated bureaucracy are detached from their participation in village projects. There were reported conspiracies agitated by neighborhood elites to have policies to their advantage and alienate the poor from project implementation. The implications had effects on the poor, accountability, and public participation, leading to deprived social delivery at the local level. The case by Shurie and Olando (2021) descriptive study in Garissa County revealed how community factors such as social practices among citizens and projects failed to impact the county's policy framework affecting social service delivery. The absence of robust community accountability structures may have contributed to weak monitoring and evaluation of community development projects. During county monitoring and assessment, residents were ignored, resulting in constrained goodwill. Low literacy levels, discrimination against women, and tribalism discouraged public participation, all of which contributed to this. The

research explored village-level participation rules, accountability, and the opinions of women, youth, and disadvantaged groups.

### **2.2.3 Impediments of Village-Level Participation on Social Service Delivery**

Inadequate representation of women, youth, special interest groups, and disadvantaged social groups hinders their participation in devolved governance when addressing their needs and delivery of social services. The county government should put in place safeguards against threats that may arise as a result of violations of civil, social, economic, and cultural rights. In the process, public participation is a collective process that allows them to connect and explore the numerous issues based on their understanding. Mattessich and Monsey (2019) affirm that unsolved issues may affect their participation in processes and their ability to stimulate social capital. According to the European Institute of Public Participation (2017), the impact on the local community was immediate and in a small constituency, questions of representativeness were less pronounced, and the right to participation was less desirable.

Morse (2020) believes that the government may need to address the lack of knowledge that inhibits public participation as a means of engaging citizens through informed and participatory mechanisms about government functions and roles. From 1970 to 2000, the government launched the "spirit of Harambee," a governance project that pooled community resources, skills, and expertise. Politicians and the provincial administration misused the resources and funds raised in the village. Competition among citizens has emerged as a result of competition among local elites. As a result of the failure, citizens launched self-groups in villages to undertake development projects (Smith, 2021). Citizens believe that they are part of society when they are engaged through democratic political representation and participation. Stakeholders



and organizations feel represented and trusted when they have a sense of belonging. As a result, participation changes.

Devolved governance embraced in 2020 recognizes this gap, and the county government was required to support community knowledge of public participation centered on community potential, citizen orientations, and available material content to deal with impediments arising as a result of limited representation. The Constitution of Kenya 2012, Fourth Schedule, and Article 10, indicate that the county governments should enhance public participation in values of governance through civic education and cultivate the local people to effectively participate at the local level (Kanyinga, 2017). According to Lawton and Macaulay (2017), enhancing public oversight guarantees prudent resource allocation, service delivery, and government responsiveness based on their demands and needs.

Collective decision-making has far-reaching effects on social delivery by the county governments. The empirical literature on Siaya County by Sachs (2018) cited significant interaction and collaboration through public investments in health, education, agriculture, and infrastructure. Public participation contributed to improved representation, knowledge-led participation, funding, and technical support among local groups, national governments, the private sector, and international institutions such as the United Nations agencies. It was a significant indicator for social service delivery. According to the World Bank (2015), the feasible variable was motivated by self-collaboration, improved mobilization, training, and skilled provision among actors such as chiefs and village elders. The literature affirms that the lower level of devolved government can adopt the factors to boost social service delivery based on its interests. Village level participation improved due to the increased collaboration among the stakeholders who accepted innovative social service processes as the cornerstone of

transformative development. Indeed, limited interactions during public participation had the power to unlock local people's potential for social change in local communities (Kane, 2020). It is important to note that collective decision-making was a key factor in social service delivery that was examined and investigated in this study.

### **2.3 Summary of the Review of Literature and Research Gap(s)**

Smith (2021) observes that several unassuming but severe concerns characterize the quality and process of village-level participation and governance. They include the county administration's centralized control and limited resources. Secondly, the critical role of Members of Parliament, County Assemblies, and other political stakeholders in development planning and management; and finally, a lack of an effective institutional mechanism that allows the poor and marginalized to participate in development project planning, supervision, and/or implementation. All of these factors have a direct influence on the quantity and quality of local-level accountability and popular engagement of the general public in the development project's activities. Kanyinga (2017) also discovered that women and the underprivileged are excluded from crucial decision-making forums in the village balance of power and privileged distribution. Odhiambo and Opiyo (2017) discovered that public participation carried out for development projects through the county government is still a misinterpretation in another study on public participation in development projects. Bureaucracy and public mistrust have hampered public participation in the local development process.

Village level participation methods of governance and decision-making are deeply influenced by the contradictions, tensions, conflicts, and struggles of not merely the political relations of power but also the economic and ideological apparatus at the local level (Williams, 2020; Piper & Deacon, 2019; Madzivhandila & Asha,

2020). In the wake of this endless rhetoric and multi platitudes, the very concept of community participation has been largely reduced to a cumbersome ritual (Williams, 2020). The situation highlights the complexity of the relationship between government and citizens and, most importantly, the failure to satisfy some of the obligations that flow from such convoluted. This is a real concern because counties lack specific, relevant information that should be provided to households about services in a given period. This implies that there is a lack of transparency.

At the same time, participation is often limited to a simple ceremonial presence; it has not produced visible or desirable effects. Even while village-level participation is a fundamental component of planning and implementation at the local level, there is practically no open dialogue or logical argument on the benefits and demerits of certain initiatives. In the process, according to Piper and Deacon (2019), political responsibility is often in conflict with individual objectives and group ambitions for governing institutions.

This study reviewed the progress and mandate of county governments in implementing policies and programmes as required by the constitution of Kenya 2012. The cited literature lacked arguments about how village-level participation had influenced social services. This study conducted an in-depth investigation into the role of the village in information, education, impediments faced, county policies, and accountability. The study filled this void by examining the impact of village-level participation on the provision of social services for selected households in Siaya County.

## CHAPTER THREE

### RESEARCH METHODOLOGY

#### 3.1 Introduction

The study overview, research design, target population and sample size and procedures, data methods, and tools are explained in this chapter. This further shares information on the process of collecting data from respondents and other legal considerations, and discusses the ethical concerns governing the study.

#### 3.2 Research Design

Research design is any given arrangement of situations included in data collection and analysis, according to Kothari (2019), with the main objective of combining the purpose of research with the relevance of the study. Consequently, this is important for a general overview of the topic of the investigation. Obwatho (2017) argues that this scientific approach includes the procedures of analyzing and explaining the actions of a subject without modifying them in any way. The descriptive research design was used primarily by anthropologists and social scientists to observe behavior without manipulating it in any way. Based on that argument, this study adopted a descriptive research design that allows the integration of qualitative and quantitative methods into the study to understand the problems associated with the beliefs, behaviors, and other characteristics of the target population. The importance of the design, according to Ethridge (2019), helped in exploring the number of variables, but may need only one variable, likely to collect statistical information and analyze data to ascertain desired results. The research design embraced the identification, interpretation, and verification of research findings that obtained a variety of data using the available methods of surveys, observation, and case studies.

### **3.3 Research Site**

The study was conducted at the level of the household in the villages located in the three sub-counties of Gem, Ugunja, Alego Usonga in Siaya County. It is important to recognize that the county is one of the six counties in the Nyanza region. The surface area of land and water is about 2,530 km<sup>2</sup> and 1,005 km<sup>2</sup> respectively (Government of Kenya, 2015). As of 2019, the county had an overall population of 471,669 males and 521,496 females (KNBS, 2019). The county is divided into 30 wards with 250,698 households in six administrative sub-counties of Gem, Ugunja, Ugenya, Alego Usonga, Bondo, and Rarieda (Juma, 2019). According to the 2019-2020 Annual Development Plan for Siaya County, the area covers around 2,530 square kilometers.

The researcher selected the study area due to the following reasons: The County was selected due to its global reputation for successful implementation of the UN Millennium Villages Programmes in Nyamninia Village, Gem sub-county. This was the study pilot site for the key learning on the influence of village level participation on social service delivery in line with another study on the area by Kokwaro (2013). The site was important to assess devolved governance progress in the lake basin region that has not been spared from the challenges of devolved governance and county development, discerning public participation that may have influenced the implementation of Siaya County Village Administrative Unit Bill 2020.

### **3.4 Target Population**

A target population is an entire community a researcher is worried about, according to Obwatho (2017). The study target population was 28,798 households from 13 sub-locations as shown in table 3.1 below (Kenya National Bureau of

Statistics, 2019). The selection of each respondent was considered proportionate to the population size, and the larger population was proportionally enjoined in the study.

**Table 3.1: Distribution of Target Population**

<b>Sub-County</b>	<b>Wards</b>	<b>Sub Locations</b>	<b>Study population</b>
<b>Alego- Usonga</b>	Township	Mulaha,	3,223
		Karapul	4,957
	West Alego	Komenya Kowala	1,069
<b>Gem Yala</b>	Yala Township	Komenya Kalaka	979
		Nyamninia	2,011
		Sauri	1,365
	North Gem	Anyiko	4,435
		Malanga	1,863
<b>Ugunja</b>	Ugunja	Ndere	1,002
		Ugunja	3,424
	Sigomre	Ambira	1,964
		Sigomre	1,327
		Got Osimbo	1,179
<b>Total</b>			<b>28,798</b>

**Source:** 2019 Kenya National Bureau of Statistics Census. **Note:** location, wards, and sub-locations used and existed in the census.

### 3.5 Study Sample

The sample size according to Salant and Dillman (1994) is a function of the accurate predictions used to obtain including variations found among the population and the degree of statistical confidence in the study. The sample size chosen ensured that the population would be representative. As the 2019 Kenya National Bureau of Statistics, the population in the villages was not available, the study used sub-locations to determine sample size, as discussed in the subsequent sub-sections.

#### 3.5.1 Study Sample Size

The determination of the sample size, according to Yamane (1967) indicated that it was estimated at 10 percent, 10 percent, and 10 percent accuracy ( $e$ ) levels at sub-county, ward, and sub-location respectively. The level of confidence was at 95% with a degree of variability ( $p$ ) equal to 50% (0.5). The formula obtained the sample

size of 380 out of 28,798 households (adult household heads, minimum 18 years old) in Siaya County for the target population of the study.

$$n = \frac{N}{1 + N(e)^2}$$

Where n = Sample size; N= Population size e = Level of Precision (0.05)

$$n = \frac{28,798}{1 + 28,798 (0.05)^2}$$

$$\text{Sample size } n = 380$$

### 3.5.2 Sampling Procedure

The study assumed the use of quota sampling to select respondents for the focus group discussions. The three sub-counties of Alego, Ugunja, and Gem were sampled sites for the study due to the successful implementation of the United Nations Millennium Village project in Siaya. The multi-stage sampling was used at two levels. Foremost, proportionate sampling was used to allocate six (6) wards from the thirty (30) wards from the three sub-counties to ensure that 10% (Mugenda & Mugenda, 2013) of the variances in the respondents' characteristics are accounted for. Simple random sampling accounted for 10% of the selected sub-locations in the targeted wards.

According to Obwatho (2017), the simple random sampling method has an opportunity to select all elements in the sample population and ensure that different homogeneous strata are separated and reflected proportionally equal to their population size. Simple random sampling methods were used to determine the respondents' households in villages based on the Kenya National Bureau of Statistics Census 2019. The unit of observation used the Household Questionnaire, targeting 205 heads of households (Yamane, 1967). According to Kothari (2019), the veracity of this

method stated that sampling assisted in categorizing people with specific characteristics needed in research. Some participants suggested others who met the criteria and were available for the study. The decision to include this sampling method will be to ensure robust participation from each subgroup.

In addition, key informant interviews were held for the selected spread across county government officials; county assembly committees (2), county directorate of public participation/economic planning (2), county budget and economic forum (2), civil society organizations (5), ward administrators and chief/village elders (15), and members of the county assembly (3), who were chosen through purposive sampling based on their understanding of the local population. There were 6 focus group discussions, each with 24 members, held targeting 144 respondents from specific strata of youth, women, persons with disabilities, and mixed groups targeted using the quota sampling method. This is beneficial in cases where the target population needs to be structured to ensure various subgroups (strata) are reached, including key informants.

**Table 3.2: Summary sampling methods, size and data collection for the study**

<b>Study population units</b>	<b>Sampling method</b>	<b>Sample size</b>	<b>Data Collection</b>	<b>Appendix</b>
Household heads	Multi-stage sampling (simple random, and proportionate)	205	Household Questionnaire	II
County Assembly Committees	Stratified random sampling	2	Key Informant Guide	III
County Directorate of Public Participation/ Economic Planning	Stratified random sampling	2	Key Informant Guide	III
County Budget and Economic Forum	Stratified random sampling	2	Key Informant Guide	III
Sub-Counties Project Management Committees	Stratified random sampling	2	Key Informant Guide	III
Civil Society	Stratified random	5	Key Informant	III



Organizations	sampling		Guide	
Ward Administrators, Chiefs/village elders	Stratified random sampling	15	Key Informant Guide	III
Members of County Assembly	Stratified random sampling	3	Key Informant Guide	III
Focus group discussion (6)	Quota sampling	144	FGD Guide	IV
<b>Total</b>		<b>380</b>		

**Source:** Author (2020)

### 3.6 Data Collection Data

#### 3.6.1 Data Collection Instruments

Key Informant Interview Guide – An interview is a form of data collection, according to Kothari (2019), which includes providing oral verbal stimuli and responding in terms of oral verbal responses. An interview is a structured meeting in which another person is asked, consulted, or judged by one or more individuals. The interview from County Assembly Committees on Budgeting and Implementation (2), Directorate of Public Participation, and Economic Planning (2), County Budget and Economic Forum (2), Project Management Committees at the Sub-Counties (3), Civil Society Organizations (5), Ward Administrators, Chiefs and village elders (15) and Members of the County Assembly (3) who directly participate in devolved service delivery to enhance the study problem in meaningful discourse.

Questionnaires - In addition, the study primarily used a questionnaire containing open-ended questions and closed-ended questions to collect primary data from local citizens of the selected villages, government officers, organizations of civil society, and other respondents. The instrument included the administration of a written set of standardized questions distributed to the sampled respondents, and the data collection process would include responses from the targeted respondents.

**Table 3.3: Summary of Data Collection Tools and Methods**

<b>Objective</b>	<b>Measurement of the Objective</b>	<b>Data Collection Tools Used</b>	<b>Data Analysis Method</b>
i) To determine the influence of village information and communication on social service delivery in the villages of Siaya County	Communication cycle Citizen information and education platform Information communication technology use	Questionnaire, Key informant interview, Observation, Documents and records	Descriptive statistics, correlation, regression, and ANOVA analysis, qualitative analysis
ii) To establish the influence of participation and accountability on social service delivery in villages of Siaya County.	County policy and review County budget reviews County monitoring systems	Questionnaire, Key informant interview, Observation, Documents and records	Descriptive statistics, correlation, regression, and ANOVA analysis, qualitative analysis
iii) To examine the impediments of village level participation on social service delivery in Siaya County.	Women, youth, and special groups representation Knowledge of village level participation Community interaction and forums	Questionnaire, Key informant interview, Observation, Documents and records	Descriptive statistics, correlation, regression, and ANOVA analysis, qualitative analysis

### 3.6.2 Pilot Testing of Research Instruments

Study instruments during the pilot study used quantitative and qualitative analysis methods at Nyamninia Village in the sub-county of Gem Yala. It was because of the successful implementation of the United Nations Millennium Village project in Siaya county. Thirty-eight public servants took part in the pilot study, and community members were selected randomly. To minimize research fatigue, the responders were not included in the final sample of the study. According to Mugenda and Mugenda (2013), social researchers propose that 10 percent of the population be involved.

In the design of proposed research instruments, a pilot study revealed deficiencies and determine if the study instruments would be acceptable, transparent, and realistic (Kothari, 2019). According to Tashakkori and Teddlie (1998), the researcher collected and analyzed qualitative data on a relatively unexplored topic, using the results to plan a subsequent quantitative step of the analysis. To determine the reliability and validity of the tools few respondents were chosen based on strata. The change determined the outcome of the study analysis and upgrade of the instruments. A comparison of study outcomes and scores enabled the researcher to collect data through various methods. The study introduced questionnaires and administered them. In the process, For the respondents who could read or write in English, the researcher translated content and also instruments provided in Kiswahili or the local dialect.

### **3.6.3 Instrument Reliability**

The degree to which an instrument produces consistent results or data is defined as reliability. Reliability refers to an instrument's ability to provide precise and stable measurements. According to Cooper and Schindler (2019), reliability assesses an instrument's stability, equivalence, and internal consistency. The authors indicate there are two types of reliability: reliability (the degree of accuracy) and unreliability (the extent of inaccuracy). Cronbach's alpha is the most often used reliability coefficient for determining internal consistency, whether or not all elements on a test add to each other, and the overall test—data internal coherence. A multiplier ranging from 0.00 to 1.00 measured reliability. If the coefficient is higher, the measurement is more precise. The data collection instrument used in this study, the questionnaire, was tested on 96.0 percent of the study sample, ensuring that it was relevant and reliable.

In order to test for biases, the respondents in the pilot study were not included in the final study sample. Mugenda and Mugenda (2013) characterize reliability as a measure of the degree to which, after repeated trials, a research instrument produces consistent results or data. The study conducted a pre-test on the research instruments that determined whether the questions were ambiguous or amended to improve the reliability of the data collected. The model of problems calculated from the findings was obtained and evaluated by the researcher. The reliability of instruments was improved in the process, as the researcher consulted with the heads of households from selected villages, government officers, civil society leaders, and other respondents. Notably, the researcher's background in social work and governance enabled him to understand the study problems. The study conducted tests on the reliability of the instruments used in the study, employing Cronbach's alpha value. All the statements in this study with an Alpha of about 0.7 addressed internal measures of consistency (Mugenda & Mugenda, 2013). The overall Cronbach's alpha value of 0.7 also made the study more reliable.

The reliability of the questionnaire, duly finalized by targeted household respondents and duty holders in the village of Nyaminia, was tested. The village was not covered by the report. The results of reliability checks are shown in Table 3.4. To test reliability, the questionnaire answers were incorporated into the Statistical Package for Social Sciences (SPSS) and the Cronbach's alpha coefficient was computed. The Cronbach alpha was determined to assess the reliability of the questionnaire.

**Table 3.4: Reliability coefficients**

<b>Variable</b>	<b>Cronbach's Alpha</b>	<b>No of questions</b>	<b>Conclusion</b>
Access to village Information and communication	0.833	5	Reliable
County participation policy framework and accountability	0.802	5	Reliable
Impediments to village-level participation	0.767	5	Reliable
Service Delivery	0.759	5	Reliable

**Source:** Research Data, 2021

Table 3.4 shows the reliability results. All the statements were reliable since the Cronbach alpha was above 0.7 which was used as a cut-off of reliability for the study. Therefore, the internal consistency reliability of the measure was excellent. This indicates that the data was reliable since an alpha coefficient higher than 0.70 signifies that the gathered data has a relatively high internal consistency and could be generalized to reflect the respondent's opinions on the study problem.

### **3.6.4 Instrument Validity**

Creswell (2018) states that validity is the degree to which data analysis findings would help reflect on the scenarios under the study. It would ensure that the research measures what it sought to measure from the outset of the study. The validity of the study instruments was improved upon considering the contents and face of the questionnaire. Face-to-face validity reviewed all questions phrased in line with the objectives of the study. The content and the questionnaire were reviewed and validated by a subject matter expert. The study relied on the supervisor to validate the contents of the instruments for data collection. The method of validating the tool, one-on-one

interaction, weighed the issues developed in line with the study objectives. A professional in the field of the study reviewed data tools and data collection tools and verified them by the supervisors.

### **3.6.5 Data Collection Procedure**

The study employed questionnaires and KII (Key Informant Interviews) guides to collect data from the respondents. The researcher subsequently trained research assistants for purposes of data collection. Research assistants were recruited from level two Bachelor of Arts in Community Development students from the department of Governance, Peace & Security Studies, School of Humanities and Social Sciences of Africa Nazarene University. They were then trained for 2 days on how to distribute questionnaires and participate in data collection. They were informed about relevant issues in the study like conducting focus group discussions and key informant interviews. They were available to clarify any concept that was not clearly understood by the study subjects.

### **3.7 Data Processing and Analysis**

The study utilized qualitative and quantitative techniques of data analysis. Descriptive statistics were analyzed using standard deviation, mean scores, percentages, and frequencies, and presented in tables. IBM SPSS Statistics Version 27 analyzed quantitative data and produced tabulated reports, descriptive statistics, tables and graphs, and results. In addition, correlation, regression, and ANOVA analysis were used to devise the relationships between the variables of the study, as postulated in the conceptual framework. Quantitative data was coded and stored in a codebook. This method had the advantage of allowing us to present any findings in graphs and tables if necessary (Triola, 2019). Content analysis was analyzed from qualitative data and interpreted in a narrative or prose format. Patterns, themes, and information

incorporated responses from the study. The information was utilized to inform conclusions in the study.

### **3.8 Legal and Ethical Considerations**

Creswell (2018) describes ethics as a “social, religious, or civil code of conduct deemed correct, in particular, that of a particular group, profession, or person.” The researcher took the necessary ethical principles and best practices into account. The researcher requested the approval of the Africa Nazarene University and the National Commission for Science, Technology, and Innovation (NACOSTI). The researcher was mindful of sensitive and emotional problems and reassured participants that correct and full data would be handled confidentially. In order to gain their consent, the participants informed them of the intent of the research. The researcher provided research participants with knowledge of a confidential nature that is accessible only to the supervisor and to the researcher.

## CHAPTER FOUR

### DATA ANALYSIS AND FINDINGS

#### 4.1 Introduction

This chapter presents a detailed analysis and findings of the influence of village level participation on social service delivery in Siaya County, Kenya. The descriptive statistics of the sample presentation of the data gathered and summary.

#### 4.2 Response Rate

A total of 380 questionnaires were administered to the respondents and a further 12 key informants participated in focus group discussions. Table 4.2 shows the questionnaire return rate for the study.

**Table 4.1: Response rate**

Response	Frequency	Percentage
Responded	380	100.0%
Non – response	0	0.00%
Total	380	100.00%

**Source:** Research Data, 2021

The response rate was 100 percent reflecting all respondents. A response rate of 60.0 percent is considered fairly representative and adequate for conclusions by Theuri (2015). The study observed a response rate of 100 percent in a similar study on service delivery. According to Mugenda and Mugenda (2013), the context information of respondents in a study is examined to demonstrate to the reader the credibility of their respondents and testify to the reliability of the result information.

As a consideration, based on this assertion, the response rate in this case, is very high and adequate for drawing conclusions for this study. Thus, satisfactory response rates were obtained in a study by Theuri (2015).



### 4.3 Presentation of Demographics Results

This section contains the results of the demographic analysis which include; Gender, age, marital status of the respondents, level of formal education, and work experience. The findings of the study are presented below.

#### 4.3.1 Gender of Respondents

The study sought to find out the gender of respondents. Results are recorded in Table 4.2.

**Table 4.2: Gender of respondents**

<b>Gender</b>	<b>Frequency</b>	<b>Percent</b>
Male	257	68.00
Female	123	32.00
Total	380	100.00

**Source:** Field Data (2021)

According to Table 4.2, 68.0 percent of the respondents were males, while 32.0 percent were females. In the sample, all categories had at least a 30% share. This implies that in service delivery, the males tend to be more involved in county delivery processes, as compared to their female counterparts. However, the female representation is slightly less than a third of the representation. The findings of the study are related to those of Gyan and Mfafo (2021), who argued that female participation in development is viewed negatively in rural villages. The majority of those engaged in county development were men. Women's participation in social service delivery may be harmed by social and cultural perspectives that drive gender exclusion in communities, where the majority of household heads are male.

### 4.3.2 Age Distribution

The study sought to find out the age distribution of respondents. The findings are recorded in table 4.3.

**Table 4.3: Age of respondent**

Item	Male		Female	
	Frequency	%	Frequency	%
Below 25 Years	31	12.06%	22	17.89%
26-35 Years	125	48.64%	45	36.59%
36-45 Years	78	30.35%	42	34.15%
Over 45 years	23	8.95%	14	11.38%
Total	257	100	123	100

**Source:** Field Data (2021)

According to table 4.3, 48.6 percent of male respondents and 36.5 percent of female respondents were between the ages of 26 to 35 years. 30.4 percent male respondents and 34.2 percent female respondents were between the ages 36 to 45 years. Only 9.0 percent of male respondents and 11.4 percent of female respondents were over 45 years old. In this research, the findings imply that majority of the respondents in Siaya County are aged between 26 to 35 Years, and therefore this age group is the most actively engaged in service delivery at the County level (as the study found a *p-value* of 0.011 when age was correlated with service delivery). According to a study, most respondents aged 26 to 35 have not embraced or integrated public participation. This is consistent with Papa's (2019) study, which revealed that age is a socioeconomic factor that determines participation outcomes.

### 4.3.3 Level of Education

The study aimed to determine the respondents' level of education. The results are indicated in figure 4.4 below.

**Table 4.4: Level of education of Respondent**

Item	Male		Female	
	Frequency	%	Frequency	%
Primary	16	6.23%	19	15.45%
Secondary	118	45.91%	52	42.28%
College	98	38.13%	43	34.96%
University level	25	9.73%	9	7.32%
Total	257	100	123	100

**Source:** Field Data (2021)

Table 4.4 shows that 45.9 percent of males and 42.2 percent of females completed secondary school, while 38.3 percent of males and 35.0 percent of female residents attended college. 9.7 percent of male respondents and 7.3 percent of female respondents had a university degree. Just 6.2 percent of male respondents and 15.5 percent of female respondents had completed primary school. According to the findings, the respondents were well-educated, with the majority of Siaya County households having received formal education. The findings further show that the vast majority of county residents have obtained a college or university education. Education was also found to have a significant relationship with service delivery (as the study found a *p value* of 0.000 when the level of education was correlated with service delivery). According to the findings, most people with primary education did not attend county public meetings, which influenced their participation in social service delivery. It is important to recognize that people with post-secondary education are knowledgeable about social service delivery. This finding is equivalent to that of Naburi, D. N., Mugalavai, E., and Obiri, J. (2018), who observed that people with

higher education had a significant influence on county government. The county government of Siaya should improve community knowledge of village-level participation.

#### 4.3.4 Marital Status

The study sought to establish the marital status of the respondents. The results are as indicated in figure 4.5 below.

**Table 4.5: Marital Status of Respondent**

Item	Male		Female	
	Frequency	%	Frequency	%
Single	51	19.84%	39	31.71%
Married	145	56.42%	52	42.28%
Divorced / separated	42	16.34%	23	18.70%
Widowed	19	7.39%	9	7.32%
Total	257	100	123	100

**Source:** Field Data (2021)

Table 4.5 shows that 56.4 percent of males and 42.3 percent of females are married, while 19.8 percent of males and 31.7 percent of females were single. Divorce and separation were mentioned in the study by 16.3 percent of men and 18.7 percent of women. Widowed respondents included 7.4 percent of males and 7.3 percent of females. According to the results, Siaya County's residents are mostly married. Widowed people make up a limited percentage of the population. However, marital status did not have a significant relationship with service delivery in the County (as the study found a *p value* of 0.185 when marital status was correlated with service delivery). The study indicates that the majority of those who attended county forums were married. Furthermore, Juma (2019) and Ngondo (2017) observed that married people are perceived in high regard and are more likely to be encouraged to participate in rural development. Despite this, the study found that single and widowed people are

disadvantaged in county development. As a result, the county government of Siaya should enhance parity in village level participation to ensure social service delivery.

#### 4.3.5 Main Source of Livelihood

The study sought to find out the main source of livelihood of the respondents.

The findings are recorded in table 4.6.

**Table 4.6: Main Source of livelihood of respondent**

Item	Male		Female	
	Frequency	%	Frequency	%
Formal employment	52	20.23%	27	21.95%
Informal employment	176	68.48%	80	65.04%
Unemployed	29	11.28%	16	13.01%
Total	257	100	123	100

**Source:** Field Data (2021)

According to table 4.6, 68.48 percent of men and 65.04 percent of women worked informally. Male respondents occupied 20.2 percent of official jobs, while 21.6 percent of female respondents held official jobs. Unemployed men made up 11.3 percent of the population, while females made up 13.0 percent. According to the study, the majority of respondents in both formal and informal employment attended fewer county functions. This indicated that there was no statistical difference between livelihood, village participation, and social service delivery in the study by Naburi, D. N., Mugalavai, E. & Obiri, J. (2018). This is further observed by Chalil (2020), who notes that villages' livelihoods are a crucial factor in participation. As a result, integrating village level participation into social service delivery necessitates an efficient county communication strategy.

### 4.3.6 Direct Engagement with County Government

The study sought to find out if the respondents have had a direct engagement with the Siaya County Government in the last 6 months. The findings are recorded in table 4.7.

**Table 4.7: Engagement with County Government**

<b>Engagement</b>	<b>Frequency</b>	<b>Percent</b>
Yes	257	68.00
No	123	32.00
Total	380	100.00

**Source:** Field Data (2021)

According to Table 4.7, 68.0 percent of respondents had direct interaction with the county government of Siaya, while 32.0 percent had minimal interactions with the county. According to the report, more than half of the respondents have interacted with the county government. According to the study findings, focus group discussions highlighted the types of direct engagement. According to Kugonza and Mukobi (2019), the study found that residents engaged the county government in ward meetings, radio debates, and training sessions. Finally, in reference to qualitative analysis, one of the ward administrators cited that there were areas where the county government engaged with the community and some instances where it did not.

While the government has done a great deal to alleviate and encourage community engagement through town hall meetings, radio talk shows, and memorandums from citizens, it can't do everything. The public participation and petitions act of 2014 in Siaya County needs strengthening. The services are not assigned to the village based on legislative standards that affect service delivery. To monitor and assess community initiatives, project management committees require sufficient training. The Governor's approval of the Siaya Village Administrative Act 2018 is important since it was a key component for budgeting and social service delivery (Source: Key Informant 1).

#### 4.4 Presentation of Research Analysis and Findings

Descriptive findings were used to determine the mean and standard deviation of the responses given by the respondents based on a Likert scale. The study employed a 1 to 5 scale. The quantification of Likert scale categories was achieved by assigning numerical values to the various categories to allow the statistical representation of data. The data were analyzed by SPSS version 27 using the means and standard deviation tables that informed the recommendations. The following mean range was used to arrive at the mean of individual indicators and interpretation.

**Table 4.8 Mean Range**

<b>Mean Range</b>	<b>Response mode</b>
1.00-1.49	Very Low extent
1.50-2.49	Low extent
2.50-3.49	Moderate extent
3.50-4.49	High extent
4.50-5.00	Very High extent

**Source:** Research Data, 2021

##### 4.4.1 Access to Village-Level Information and Communication

The first objective of the study was to assess the effect of village-level information, communication, and education on social service delivery in Siaya County. To meet this objective, the respondents were asked to indicate the extent to which service delivery indicators had changed on a Likert scale, where 1 = Very Small Extent, 2 = Small Extent, 3 = Moderate Extent, 4 = Large Extent, and 5 = Very Large Extent. The summary of responses is shown in Table 4.9 below.

**Table 4.9: Access to Village-Level Information**

<b>Statements</b>	<b>Mean</b>	<b>Std Dev</b>	<b>Response Mode</b>
1. County government is open to and committed to information and communication at the village level in social service delivery	1.97	0.83	Low extent
2. County government uses information and communication to promote village level participation in social service delivery	3.32	0.88	Moderate extent
3. County government uses people with more information in the village to communicate to participate in social service delivery	3.16	0.99	Moderate extent
4. County government has developed communication processes within the village level for social service delivery	2.36	0.88	Low extent
5. The public takes initiative to use citizen information platform to enhance their participation and improve social service delivery	3.47	0.75	Moderate extent
<b>Average</b>	<b>2.86</b>	<b>0.87</b>	<b>Moderate extent</b>

**Source:** Field Data (2021)

According to table 4.9, the results indicated that the extent to which the county government is open and committed to information and communication at the village level in social service delivery was low (Mean= 1.97, Std Dev 0.83). The county government uses information and communication to promote village-level participation in social service delivery to a moderate extent (Mean = 3.32, Std Dev 0.88). The county government uses people with information at the village level to communicate and participate in social delivery was moderate (Mean =3.16, Std Dev 0.99).

The extent to which the County government has developed communication processes within the village level for social service delivery was low (Mean = 2.36,



Std Dev 0.88). The public takes the initiative to use citizen information platforms to enhance their participation and improve social service delivery is moderate (Mean = 3.47, Std Dev 0.75). On average, the results from the study showed that Access to village Information and communication was moderate (Average mean = 2.86). A standard deviation of 0.87 indicated minimal variation in the responses from the mean score. From the interviews, one of the women leaders in Siaya County noted during the interview that;

Ward dialogues and participation in county forums have improved. However, the most affected people should be allowed to participate (Source: Key Informant 2).

Siaya can communicate swiftly using social media platforms such as WhatsApp and Facebook, as well as SMS messages delivered to mobile phones. Make sure that each ward has its own WhatsApp platform, as the county's budgeting process cannot be reduced to signing petitions (Source: FGD 1).

#### **4.4.2 Existing County Participation Policy Frameworks and Accountability**

In order to achieve this objective, the study also aimed to determine the effectiveness of the county participation policy framework and accountability for social service delivery in the villages of Siaya County. The results are shown in Table 4.10 below.

**Table 4.10: County participation policy framework and accountability**

<b>Statements</b>	<b>Mean</b>	<b>Std Dev</b>	<b>Response Mode</b>
1. County government has a county public participation policy framework that enhances social services delivery	2.52	0.73	Moderate extent
2. County leaders have policies, laws, and mechanisms that articulate and adequately address social services delivery	3.25	1.37	Moderate extent
3. County government budget allocations policies are based on village concerns for social services delivery	3.32	1.02	Moderate extent
4. County Government demonstrate flexible adaptative social service delivery with well-functioning monitoring systems	2.68	1.02	Moderate extent
5. County government has a village level framework for participation in social service delivery	1.87	0.97	Low extent
<b>Average</b>	<b>2.73</b>	<b>1.10</b>	<b>Moderate extent</b>

**Source:** Field Data (2021)

According to table 4.10, the findings showed that the County government has a modest county public participation policy framework that enhances social service delivery (Mean=2.52, Std Dev 0.73). County officials have moderate policies, rules, and processes in place that articulate and adequately address social service delivery (Mean = 3.25, Std Dev 1.37). The extent to which the County government budget allocations for social service delivery on village concerns was moderate (Mean = 3.32, Std Dev 1.02).

The County Government demonstrated flexible adaptive service delivery of well-functioning monitoring systems to a low extent (Mean = 2.68, Std Dev 1.02). The County Government has a village-level framework for participation in project implementation to a moderate extent (Mean = 1.87, Std Dev 0.97). The study results indicated that the impediments to village-level participation were moderate (Average

mean = 2.73). A standard deviation of 1.10 showed that there was little difference in the responses from the mean score. From the interviews, one of the civil society organizations noted during the interview that;

Public participation has been restricted, posing a significant challenge to the ideals needed for county public participation among local communities. There is no adequate village-level framework to facilitate service delivery in county development processes (Source: FGD 3)

Participation in county forums and budgeting procedures demoralizes the majority of citizens in the long run. Furthermore, there are just very few instances of civic education for communities that have enhanced their knowledge of county development (Source: Key Informant 4).

Similarly, the policy matrix linked to village level participation and accountability is consistent with the study findings. The county policies may require a lot of awareness among citizens to influence accountability in the village.

**Table 4.11: Matrix on County participation policy framework**

<b>Policies</b>	<b>Remedies for Public Participation</b>	<b>Gaps in the policies</b>
<b>County Governments Act 2012</b>	In Siaya County, public participation enhanced decision and access to information, as well as village-level projects and service delivery.	The absence of effective citizen-led accountability systems may have contributed to low village-level development monitoring and reporting.
<b>Siaya Public Participation and Petitions Act (2015)</b>	This enhances public participation, planning, and integration of budgeting, and policies through hearings, forums, and public processes.	Absence of effective communication strategy and accountability limits village participation, affecting social service delivery.
<b>County Village Administrative Unit Act 2018</b>	County Village Administrative Unit Act 2018 was to villages units demarcated, interest, and ensure representation of minorities and marginalized groups.	The county government requires guidelines on resource allocation, participation, and accountability. Ward administrators have little impact in communities where social services are limited.

**Source:** Government of Kenya

#### 4.4.3 Impediments of Village-Level Participation on the Social Service Delivery

In order to achieve this objective, the study also aimed to identify the impediments to village-level participation in social service delivery in Siaya County.

The results are shown in table 4.12 below.

**Table 4.12: Impediments of village level participation**

<b>Statements</b>	<b>Mean</b>	<b>Std Dev</b>	<b>Response Mode</b>
1. Youth, Women, and Special Interest Groups in the village have been empowered to participate in county service delivery and development	2.21	0.79	Low extent
2. County Government does engage youth, women, and special interest groups in county service delivery	2.52	0.73	Low extent
3. County Government commits to public input and decisions on county service delivery	3.00	0.79	Moderate extent
4. County Government does share its objectives in the implementation of projects in the villages as defined by the political leadership	3.32	0.88	Moderate extent
5. County does embrace diversity and recognizes that all community members have a right to participate in social service delivery	3.01	0.74	Moderate extent
<b>Average</b>	<b>2.81</b>	<b>0.79</b>	<b>Low extent</b>

**Source:** Field Data (2021)

According to table 4.12, the findings show that the extent to which Youth, Women, and Special Interest Groups in the village are empowered to participate in county service delivery and development was low (Mean=2.21, Std Dev 0.79). The County Government had a low level of engagement with youth, women, and special interest groups in county service delivery and development (Mean = 2.52, Std Dev 0.73). The County Government commits to public input and decisions on county service delivery to a moderate level (Mean = 3.00, Std Dev 0.79). The County

Government shared its objectives in the projects implemented in the villages as defined by the political leadership to a moderate level (Mean = 3.32, Std Dev 0.88). The County government has embraced diversity and recognizes that all community members have a right to participate in social service delivery to a moderate level (Mean = 3.01, Std Dev 0.74).

The results from the study indicated that the impediments to village-level involvement were modest (Average mean = 2.81). A standard deviation of 0.79 showed that there was minimal difference in the responses from the mean score. From qualitative data, one of the youth leaders in Siaya County noted that;

A significant number of youth and women-focused projects in the villages were removed from the county executive's budget without consultation. Many projects have been stalled due to insufficient consultations with communities (Source: Key Informant 3).

Although the projects were completed, there was a disconnect that affected service delivery. The dispensaries and health institutions lack both equipment and employees, and this situation has not changed. Incorporating youth into committees and decision-making processes in the county is a significant challenge. For civic education to be beneficial, it took a great deal of collaboration (Source: FGD 2).

#### **4.4.4 Social Services Delivery**

In order to achieve this objective, the study also aimed to the extent to which the indicators of service delivery have changed. The summary of responses is presented in Table 4.13 below, which shows that there were variations in the scores based on the type of service.

**Table 4.13: Service Delivery**

<b>Statement</b>	<b>Mean</b>	<b>Std Dev</b>	<b>Response Mode</b>
1. There is consistency in the provision of social service delivery	2.83	1.09	Moderate extent
2. The county government experiences nominal citizen complaints on social service delivery	2.06	1.11	Moderate extent
3. The county government experiences reduced public participation in social services	2.09	1.12	Low extent
4. The county government has managed compliance to service charter	1.98	1.08	Moderate extent
5. Public satisfaction of social service delivery has been attained by county government	2.06	1.11	Low extent
<b>Average</b>	<b>2.25</b>	<b>1.11</b>	<b>Moderate extent</b>

**Source:** Research Data, 2021

The findings in Table 4.13 reveal that most respondents noted that the level of consistency in the provision of social service delivery was moderate (Mean = 2.06, Std Dev 1.11). The county government received moderate citizen complaints (Mean = 2.09, Standard Deviation 1.12). (Mean = 2.09, Std Dev 1.12). Furthermore, the findings revealed that the county government faces low public participation in social services (Mean = 1.98, Std Dev 1.08). The general public was moderately concerned with the county government's delivery of social services (Mean = 2.06, Std Dev = 1.11). Finally, the results showed that most respondents believe compliance with the service charter was moderate extent (Mean= 3.16, Std Dev 0.81).

On average, respondents showed that service delivery in Siaya county has improved to a moderate extent (Average Mean = 2.25), with little difference from this

mean as indicated by a standard deviation of 1.11. Additionally, qualitative data from an interview with one of the county officers noted that;

There have been misunderstandings regarding the significance of social service delivery in participation. Counties have attempted to include the national government team, formerly the provincial administration, in county governance, budgeting, policy, and legislative processes. A majority of the county's ward development committees have also included them (Source: FGD 4)

After residents protested about their participation, Project Management Committees (PMCs) were incorporated into new policy guidelines for communities. Ward Administrators provided vital information in barazas but did not persuade residents to actively participate in village service delivery (Source: FGD 5).

#### **4.5 Correlation Analysis**

The relationship between the variables (Access to village information and communication, impediments to village-level participation, county participation policy framework, and accountability) used in the study was determined using Pearson correlation analysis. The Pearson Correlation coefficient describes a linear relationship between two variables. Spearman's rank-order correlation coefficients were determined to measure the association between statements because the measurement scale of the questions under review was ordinal. Spearman's rank-order correlation coefficient is a nonparametric representation of the Pearson correlation coefficient that was dependent on data ranks rather than actual values. It is appropriate for ordinal data. Pearson correlation coefficients are always between -1 and +1. A correlation coefficient of +1 indicates that the two variables were positively related in a linear sense. A correlation coefficient of -1 signifies that the two variables in a study are negatively related in the linear sense. A correlation coefficient of 0 suggests there was no linear relationship between the two variables. The findings of the correlation study as seen in table 4.14 below.

**Table 4.14: Correlation Analysis**

		Access to village information	Impediments to village information	County policy framework, accountability	Service Delivery
1. Access to village information	Pearson	1			
	Corre Sig. (2- tailed)				
2. Impediment to village information	Pearson	-.987**	1		
	Corre Sig. (2- tailed)	.000			
3. County policy framework, accountability	Pearson	.973**	.962**	1	
	Corre Sig. (2- tailed)	.000	.000		
4. Service Delivery	Pearson	.930**	.923**	.940**	1
	Corre Sig. (2- tailed)	.000	.000	.000	

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

**Source:** Research Data, 2021

According to the findings in Table 4.14, access to village Information and communication had an impact and substantial association with service delivery in the villages in Siaya County ( $r = 0.930$ ,  $\text{Sig} = 0.000$ ). The findings are consistent with the study by Kugonza and Mukobi (2019), which found that the increased involvement of the respondents in community administration has a 22 percent positive impact on community administration. Furthermore, the results revealed that Impediments to village-level participation had an effect and significant association with service delivery in villages in Siaya County ( $r = -0.923$ ,  $\text{Sig} = 0.000$ ).

The findings are consistent with the study conducted by Buregyeya *et al.* (2019), which revealed that people's interest in governance and development, and discussions were highlighted as a mechanism for boosting the ability of the



underprivileged at the grassroots level to alleviate poverty and have strategic leadership. The results have revealed a positive and significant association between the County participation policy framework and accountability and service delivery in villages in Siaya County ( $r = 0.940$ ,  $\text{Sig} = 0.000$ ). The findings are consistent with the study conducted by Ngondo (2017), which revealed that villages need better management practices for their development.

#### **4.6 Regression Analysis of Village Participation and Service Delivery**

The primary objective of this study was to analyze the relationship between village participation and service delivery. Regression analysis is a reliable and consistent method of determining which variables affect the subject of interest, allowing the researcher to easily decide the factors that matter the most, the factors that may be ignored, and how these factors affect each other. The study sought to determine the extent to which facet variables (access to village information and communication, impediments to village-level participation, County Participation Policy Framework, and Accountability) predict service delivery as shown below.

##### **4.6.1 Model Summary for Village Participation and Service Delivery**

The model summary table shows the strength of the relationship between the model and the dependent variable.  $R$ , or the multiple correlation coefficient, is the linear correlation between the observed and model-predicted values of the dependent variable. Its high valuation suggests a strong relationship. Table 4.15 shows the summary results of the model.

**Table 4.15: Model summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.942 <sup>a</sup>	.888	.887	.36733

**Source:** Research Data, 2021

According to the regression results in Table 4.15, R is 0.942, illustrating that the correlation between village participation and service delivery in Siaya County is positive. R squared is the fraction of the deviation in the dependent variable (service delivery in Siaya County) explained by independent variables (access to village information and communication, obstacles to village-level participation, county participation policy framework, and accountability). According to the results, village participation accounts for up to 88.7% of variations in service delivery in Siaya County. As a result, other factors not examined in this study account for the remaining 11.3 percent of service delivery in Siaya County.

#### 4.6.2 ANOVA for Village Participation and Service Delivery

ANOVA is used to investigate differences in the mean values of the dependent variable caused by the impact of the controlled independent variables after controlling for the effects of the unregulated independent variables. Table 4.16 shows the summary results of the ANOVA.

**Table 4.16: ANOVA for village participation on service delivery**

	Sum of Squares	df	Mean Square	F	Sig.
Regression	402.473	3	134.158	994.249	.000 <sup>b</sup>
Residual	50.735	376	.135		
Total	453.208	379			

**Source:** Research Data, 2021

The two-way ANOVA was used to analyze and assess the fitness of the study model in evaluating the influence of the independent variables on social service delivery in Siaya County. Table 4.16 shows the statistics ( $F(3,376) = 99.249$ ,  $p\text{-value} = 0.000$ ) indicating that the model was significantly fit in predicting the influence of the independent variables (Access to village information and communication, Impediments to village-level participation, County participation policy framework, and accountability) on service delivery in Siaya County.

#### 4.6.3 Regression Coefficients for Village Participation on Service Delivery

Regression coefficients represent the mean change in the response variable for one unit of change in the predictor variable while keeping all other predictors constant in the model. Finally, Table 4.17 below shows how the model coefficients are determined based on the variables presented in the conceptual framework in chapter 1.

**Table 4.17: Regression coefficients**

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.933	.040		23.378	.000
1. Access to village Information and communication	.115	.124	.118	5.930	.003
2. Impediments to village-level participation	-.173	.104	-.178	-5.664	.007
3. County participation policy framework and accountability	.657	.076	.653	8.704	.000

**Source:** Research Data, 2021

The Optimal Model therefore is as shown below

Service Delivery = 0.933 + 0.115 (Access to village Information and communication) - 0.173 (Impediments to village-level participation) + 0.657 (County participation policy framework and accountability)

The results of the study showed that there is a positive relationship between access to village information and communication, and service delivery in Siaya County ( $B = 0.115, p = .003$ ). The relationship is insignificant, implying that access to village information and communication, and service delivery do not lead to a significant effect on service delivery in Siaya County. The findings are consistent with the results of a study by Waheduzzaman (2019), which found that multiple setbacks are leading to people's participation incompetence. Some of the obstacles were lack of awareness and lack of a robust system for participation.

The results showed that there is a negative relationship between obstacles to village-level participation and service delivery in Siaya County ( $B = -0.173, p = .007$ ). The relationship is also significant, implying that impediments to village information led to a significant effect on service delivery in Siaya County. The results are consistent with the findings of a study by Papa (2019) which showed that most county leadership demonstrates weak decision processes involving public participation; acknowledges people, funds, organizations, and service providers necessary for carrying out an assortment of aspects of public contribution.

The findings also revealed that there is a positive relationship between the county's participation policy framework and accountability and service delivery in Siaya County ( $B = 0.657, p = .000$ ). The relationship is also significant, indicating that the county's participation policy framework and accountability in the county lead to a significant effect on service delivery in Siaya County. The findings are consistent with

the findings of a study by Mupenzi (2019) which showed that even though the longing to significantly engage citizens in society improved projects, several of these projects encountered several hindrances due to insufficient funding, feedback, and monitoring. Hence, poverty alleviation is still a subject under consideration amongst citizens.

The findings are also consistent with the findings of a study by Mansuri and Rao (2019) which revealed that where residents at the village level are drawn into the classification of projects of main concern by incorporating their suggestions, they are normally dissatisfied as their much-preferred projects are, in most instances, not applied and society, in general, does not participate in the execution, supervision, and assessment of such projects.

## CHAPTER FIVE

### DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS

#### 5.1 Introduction

This chapter of the study presents discussions, summary findings, conclusions, and recommendations for further research. It also addresses recommendations from the study for further research. The specific objectives inform the study conclusions and summary. The recommendations are linked to the purpose and the study objectives. The main aim of this study was to determine the influence of village-level participation on social service delivery in Siaya County, Kenya.

The focus was to assess the effect of village-level information, communication, and education on social service delivery in Siaya County; to examine the impediments to village-level participation in social service delivery in Siaya County; and to determine the effectiveness of the county's participation policy framework and accountability on social service delivery in the villages of Siaya County. The study was carried out from August 2020 to April 2021 in thirteen sub-locations from the three sub-counties of Alego, Gem Yala, and Ugunja. The study was centered on two theories that logically justify the main objectives of this study. The two theories were the public value theory and the wisdom of crowds. The quantitative and qualitative methods of data collection were used in conjunction with the descriptive survey research design.

#### 5.2 Discussions

The purpose of this study is to determine the influence of village-level participation on the delivery of social services. The data was collected using

questionnaires and key informant interviews which were distributed to research respondents. The findings of the study were tabulated and presentations were made using descriptive techniques. The following themes represent the discussion of the study based on the socio-demographic data and the specific objectives of the study.

### **5.2.1 Socio-Demographic Data**

The study shows that the population ratio of females was 32.0 percent, and males, 68.0 percent, comprised the majority of respondents. The findings reveal a gender gap in the target population, with male-headed households significantly outnumbering female ones. It is linked to the fact that village-level participation and social service delivery in the county are associated with male masculinity. According to the findings, most of the target population was between 26 and 35 years old, with 48.6 percent of male respondents and 36.6 percent of female respondents falling into this category. Ages 36 and 45 had about 30.4 percent of male respondents, and 34.2 percent of female respondents participated. According to Juma (2019), most household heads in Siaya County were in their twenties and thirties, hence agreeing with the study's findings.

The study findings show that 45.9 percent of males and 42.3 percent of females graduated from high school. While 38.3 percent of males and 35.0 percent of females went to college, 9.7 percent of male respondents and 7.3 percent of female respondents have a college degree. According to the findings, the respondents were well-educated, with most households in Siaya County having completed formal schooling, in line with the findings of Hadsan (2019). The data shows that the vast majority of county residents have completed college or university. In employment, 39.7 percent of men and 41.5 percent of women had informal employment, while 28.8 percent of men and

23.6 percent of women were self-employed. Official employment for males was 20.2 percent, and 22.0 percent for females. Unemployed men constituted 11.3 percent of the population, while women accounted for 13.0 percent of the population. The study shows that most households depend on informal employment, in line with Kokwaro (2021), who found that informal employment is the main livelihood activity. It is important to note that 68.0 percent of respondents had direct interaction with the Siaya county government, while a minimum of 32.0 percent interacted with the county. According to the study, more than half of the households interacted with the county government.

### **5.2.2 Village-Level information, Communication and Education for Social Service Delivery**

The findings showed that the extent to which the county government is open and committed to information and communication at the village level in social service delivery was low (Mean = 1.97, Std Dev 0.83). The county government uses information and communication to promote village-level participation in social service delivery to a moderate extent (Mean = 3.32, Std Dev 0.88). The county government uses people with information at the village level to communicate and participate in social delivery. The mean was moderate (mean = 3.16, SD = 0.99). The above findings are in line with Tufte and Mefalopulos' (2017) belief that dialogue, information sharing, opinions among people, and perceptions facilitate participatory communication. It would further influence citizen empowerment and not be captured adequately as a gap at the village level.

The extent to which the county government has developed communication processes at the village level for social service delivery was low (Mean = 2.36, Std



Dev 0.88). The public's taking the initiative to use citizen information platforms to enhance their participation and improve social service delivery is moderate (Mean = 3.47, Std Dev 0.75). On average, the results from the study showed that access to village information and communication was moderate (average mean = 2.86). A standard deviation of 0.87 indicated minimal variation in the responses from the mean score. The findings are not consistent with the results of the studies by Mansuri and Rao (2019) and Ghatak and Ghatak (2018) on India's devolved governance system that empowered village councils to a very great extent. Nevertheless, the present study findings indicated minimal public participation, which inevitably led to low levels of success, questionable ownership, and sustainability of social service delivery.

According to the findings, access to village information and communication had a significant relationship with service delivery in the villages of Siaya. The findings are consistent with the study by Kugonza and Mukobi (2019), which found that the increased involvement of the respondents in community administration has a 22 percent positive impact on community administration. Furthermore, the results revealed that obstacles to village-level participation had a significant effect on service delivery in villages in Siaya County.

The findings are also consistent with the findings of a study by Mansuri and Rao (2019), which revealed that when residents at the community level are drawn into the classification of projects of main concern by incorporating their suggestions, they are normally dissatisfied as their much-preferred projects are, in most instances, not applied and society, in general, does not participate in the execution, supervision, and assessment of such projects.

### **5.2.3 Influence of County Participation Policy Framework and Accountability on Social Service Delivery**

The results of the study showed that there is a positive relationship between access to village information and communication and service delivery in Siaya County ( $B = 0.115, p = 0.003$ ). The relationship is insignificant, implying that access to village information, communication, and service delivery does not lead to a significant effect on service delivery in Siaya County. The results showed that there is a negative relationship between obstacles to village-level participation and service delivery in Siaya County ( $B = -0.173, p = 0.007$ ). The relationship is also significant, implying that impediments to village information led to a significant effect on service delivery in Siaya County. It was also revealed that there is a positive relationship between the county's participation policy framework and accountability and service delivery in Siaya County ( $B = 0.657, p = 0.000$ ). The relationship is also significant, indicating that the county's participation policy framework and accountability in the county lead to a significant effect on service delivery in Siaya County.

The findings are consistent with the results of a study by Waheduzzaman (2019), which found that multiple setbacks are leading to people's participation incompetence. This is consistent with the findings of research by Papa (2019), which found that most county leadership had weak decision-making processes incorporating public engagement. Mupenzi (2019) found that even while the desire to significantly include citizens in society enhanced projects, some of these projects met several hindrances owing to limited funds, feedback, and monitoring.

The findings are consistent with the study conducted by Musoke (2019), which revealed that people's interest in governance and development discussions was

highlighted as a mechanism for boosting the ability of the underprivileged at the grassroots level to alleviate poverty and have strategic leadership. The results have revealed a positive and significant association between the county's participation policy framework and accountability and service delivery in villages in Siaya County. The findings are consistent with the study conducted by Ngondo (2017), which revealed that villages need better management practices for their development.

The findings also revealed that there is a positive relationship between the county's participation policy framework and accountability and service delivery in Siaya County. The relationship is also significant, indicating that the county's participation policy framework and accountability in the county lead to a significant effect on service delivery in Siaya County. The findings are consistent with the findings of a study by Naburi, D. N., Mugalavai, E., and Obiri, J., and Muriu (2019), who stated that the 2012 Public Finance Management Act, the 2011 Urban Areas and Cities Act, and the 2012 Transition to Devolved Government Act had put in place devolved governance as a model. The county government failed in the implementation of existing policies to entrench accountability and monitoring, which contributed to limited information and inclusive decision-making. This was further supported by Mupenzi (2019), who showed that even though the longing to significantly engage citizens in society improved projects, several of these projects encountered several hindrances due to insufficient funding, feedback, and monitoring. Hence, poverty alleviation is still a subject under consideration amongst citizens.

#### **5.2.4 Impediments of village-level participation on the Social Service Delivery**

The findings in the study objective aim to identify the impediments to village-level participation in social service delivery in Siaya County. The results show that the extent to which young people, women, and special interest groups in the village are empowered to participate in county service delivery and development was low (Mean = 2.21, SD 0.79). Similar findings have been postulated by Papa (2016), who also found that participation is a major challenge in most governance systems. The county government had a low level of engagement with youth, women, and special interest groups in county service delivery and development (Mean = 2.52, Std Dev 0.73). The County Government commits to public input and decisions on county service delivery to a moderate extent (Mean = 3.00, Std Dev 0.79). The County Government shared its objectives in the projects implemented in the villages as defined by the political leadership and was moderate (Mean = 3.32, Std Dev 0.88). The findings, based on the study by Namenya (2018), share insights on the importance of public participation. The theory recognized the influence of the community of users whose knowledge, participation, power, and feedback provide perspectives and conclusions regarding their interests and needs.

The study found that the county government has embraced diversity and recognizes that all community members have a right to participate in social service delivery at a moderate level (Mean = 3.01, Std Dev 0.74). As a result of the failure, citizens, through self-groups in villages, failed to undertake their responsibilities in development projects. This is different from previous literature, where participation was present and stakeholders and organizations were represented, trusted, and enjoyed a sense of belonging (Smith, 2021).

The results of the study indicated that the impediments to village-level involvement were modest (average mean = 2.81). A standard deviation of 0.79 showed that there was minimal difference in the responses from the mean score. The findings are not in line with the study by Musoke (2019), which found that participation of citizens in governance and development discussions was highly practiced and was highlighted as a mechanism to improve the potential of the poor and disadvantaged at the grassroots in search of poverty alleviation and effective leadership. The empirical literature by Sachs (2018) and Ghatak and Ghatak (2018) from India cited significant interaction and collaboration through public investments in health, education, agriculture, and infrastructure.

The results of the study showed that there is a positive relationship between access to village information and communication and service delivery in Siaya County. The relationship is insignificant, implying that access to village information, communication, and service delivery does not lead to a significant effect on service delivery in Siaya County. The findings are consistent with the results of a study by Waheduzzaman (2019), which found that multiple setbacks are leading to people's participation incompetence. Some of the obstacles were a lack of awareness and a lack of a robust system for participation.

The results showed a negative relationship between obstacles to village-level participation and service delivery in Siaya County. The relationship is also significant, implying that impediments to village information led to a significant effect on service delivery in Siaya County. The results are consistent with the findings of a study by Papa (2019), which showed that most county leadership demonstrates weak decision processes involving public participation and acknowledgment of people, funds,

organizations, and service providers necessary for carrying out an assortment of aspects of public contribution.

### **5.3 Summary of Main Findings**

The findings showed that citizens at the village level did not participate in social service delivery in the Siaya. Participation at public hearings was low. There is also a low level of participation in forums determining the development of the country. There was also a low level of participation in community monitoring structures, collaborative resource management, and shared leadership roles within the county.

There was a positive and significant correlation between service delivery in the county and access to village information and communication. However, impediments to village-level participation had a negative and significant correlation with service delivery. Further study is needed to determine the factors that influence service delivery in Siaya County, as the results of the regression showed that public participation accounts for 88% of service delivery variations. The results of the study showed that there is a positive relationship between access to village information and communication and service delivery in Siaya County ( $B = 0.115, p = 0.003$ ). The results showed that there is a negative relationship between obstacles to village-level participation and service delivery in Siaya County ( $B = -0.173, p = 0.007$ ). It was also revealed that there is a positive relationship between the county's participation policy framework and accountability and service delivery in Siaya County ( $B = 0.657, p = 0.000$ ).

The summary of this study is guided by several themes that arose from three objectives. In reference to the first objective, which was to assess the effect of village-level information, communication, and education on social service delivery in Siaya

County, the research revealed that there was very little public participation in Siaya County, which contributed substantially to the uncertain ownership and sustainability of social service delivery. It affected village-level public participation. In contrast, a tiny number of respondents (Mean = 1.97, Std Dev 0.83) said that the county administration is accountable and committed to knowledge and collaboration at the village level of social service delivery. A sizable proportion of respondents (Mean = 3.32, Std Dev = 0.88) stated that the county administration used information and communication to encourage village participation in social service delivery.

The second specific objective sought to learn about the influence of the county's participation policy framework and accountability on social service delivery. The study found that the county government of Siaya established a moderate policy framework for public participation that supports social service provision (Mean = 2.52, Standard Deviation 0.73). Villagers must be considered essential players in devolved governance. Only a modest proportion (Mean = 2.68, Std Dev = 1.02) indicated that the county government demonstrated flexible adaptative service delivery of well-functioning monitoring systems. The study revealed that county budget allocations were moderate (mean = 3.32, standard deviation = 1.02). Likely, local citizens from villages did not officially participate in devolved government and social service delivery. Consequently, citizens and organizations often require a sense of belonging and participation to be granted social services.

According to the third objective, which was to identify impediments to village-level participation in social service delivery in Siaya County, public participation of citizens in social service delivery faced impediments to improving the lives of the poor and disadvantaged at the grassroots level in search of poverty alleviation and social

service delivery. According to the respondents (Mean = 2.21, SD 0.79), youth, women, and special interest groups in the village were not empowered to engage in county service delivery and development, according to the majority of respondents (Mean = 2.21, Std Dev 0.79). The study noted that a significant percentage of respondents (Mean = 3.00, Std Dev 0.79) revealed that the county government was committed to public participation and decisions on county service delivery. This is because citizens in the villages were not engaged in democratic political representation, participation, or a feeling of belonging.

Last but not least, the study found a strong correlation between impediments to village involvement and service delivery in the village. Villagers in Siaya County may have benefited from the connection by sharing information and knowledge and overcoming the impediments to service delivery in the village. A study discovered that villagers' participation in projects and the integration of their feedback were restricted. Nevertheless, the researchers observed that villager dissatisfaction occurred when their projects were not incorporated into the county's social service delivery.

#### **5.4 Conclusions**

Based on the overall objective of the study, the study concluded that there is a positive relationship between access to village information and communication and service delivery in Siaya County. The study also concluded that there is a negative relationship between obstacles to village-level participation and service delivery in Siaya County. Furthermore, there is a positive relationship between the county's participation policy framework and accountability and service delivery in Siaya.

Also, it was noted in the study that village-level information, communication, and education had a positive impact on the provision of social services within the



county, but there was little public participation, which led to low levels of success and questionable ownership, and sustainability of social service delivery. In addition, the study revealed that the county government's ability to develop communication mechanisms at the village level for the delivery of social services was limited. For example, the county government in Siaya could embrace chances to influence public participation at a village level by focusing on information-sharing and collaboration throughout the delivery of social services.

According to findings from the second objective, the county participation policy framework and accountability had a significant impact on social service delivery. The study concludes that the county government's implementation of the public participation policy has a positive influence on effective feedback and citizen engagement in project monitoring processes. Moreover, if the connection is well implemented in the county, it would have a significant impact on village-level participation and service delivery.

It was also established, in line with the third objective, that a low level of engagement between the county government and youth, women, and special interest groups in county service delivery and village development generated barriers to village-level participation in social service delivery within Siaya County. It was established that the county government was only moderately committed to public input and decisions on county service delivery, which resulted in the limited participation of citizens in village-level projects.

## 5.5 Recommendations

Based on the overall objective of the study, the study found a positive relationship between access to village information and communication, and service delivery. The same was obtained for the county's participation policy framework and accountability. However, there was a negative relationship between obstacles to village-level participation and service delivery in Siaya County. The study, therefore, recommends that the county government should put up measures such as committing to public input and decisions and involving the public more in development projects as these impediments were found to slow down service delivery in the county.

To enhance service delivery in Siaya County, the study recommends that Siaya County people improve their attitude towards open forum meetings and engage more in public hearings and group visits by civic organizations. Citizens of Siaya County should have more conversations with the county, since this can enhance service delivery, according to the study's conclusion. It was also recommended in the research that citizens get more involved with the county's advisory boards, project implementation, and feasibility analysis since it improves services.

As a recommendation of the study, the citizens are encouraged to participate more in joint maintenance structures and resource management, and in shared leadership roles and decision-making. As a final recommendation, Siaya County residents should enhance their information interchange within the county to improve service delivery. According to the research, Siaya County's people should become more familiar with the content on the county website and participate more in mutual benchmarking and workshops to improve service delivery.

## **5.6 Areas for Further Research**

The study recommends future scholars carry out more research to determine factors that influence service delivery in other counties. In addition, since access to village information and communication, impediments to village-level participation, the county participation policy framework, and accountability only account for up to 88.8% of the variations in service delivery in Siaya County. Some scholars can weigh in on other factors that may affect service delivery in the same county apart from the ones covered by this study. Such factors can include the expertise and the facilities that are available in each of the sectors in the county.

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## APPENDICES

### Appendix I: Letter of Introduction

My name is **Bonface Hawi Rapudo**, a student at African Nazarene University, Department of Peace and Conflict Studies. Pursuing a Master of Science in Governance, Peace, and Security. As part of this degree, I am undertaking a study on the Influence of Village Level Participation on Social Service Delivery in Siaya County, Kenya. As an important stakeholder (respondent), you have been identified to participate in this study. The information provided will be treated with strict confidentiality of the survey only. Your participation is highly appreciated. The survey will take approximately 1 hour. Ask the respondent if they have any questions about the survey. Give them adequate time to decide before you start.

#### Confidentiality and consent:

This interview should take a small portion of your time, and all your answers will be confidential. Some of the questions may sound a bit personal but they are not meant to invade your privacy. Rather without them the information I obtained from the study will not be quite complete. I am inviting respondents who are stakeholders from Siaya County to participate. Your feedback will form a significant part of my research thesis and will be put into a written report on an anonymous basis. It will not be possible for you to be identified. All responses collected will be kept confidential. No other person besides me and my supervisors will see the surveys. The thesis will be submitted for marking to the Department of Postgraduate Studies and deposited in the University Library.

If you have any questions or would like to discuss further with me about the study, please contact me at 0720975498 or by email: rapudohawi@gmail.com

Regards,



**Rapudo Hawi Boniface**  
**DMGP Graduate Student,**  
**Africa Nazarene University, Nairobi**

## Appendix II: Research Questionnaire

### Introduction

### Introduction

My name is **Bonface Hawi Rapudo**, a student at African Nazarene University, Department of Peace and Conflict Studies. Pursuing a Master of Science in Governance, Peace, and Security. As part of this degree, I am undertaking a study on the Influence of Village Level Participation on Social Service Delivery in Siaya County, Kenya.

As an important stakeholder (respondent), you have been identified to participate in this study. The information provided will be treated with strict confidentiality for the survey only. Your participation is highly appreciated. The survey will take approximately 1 hour. Ask the respondent if they have any questions about the survey. Give them adequate time to decide before you start.

<b>Question</b>	<b>Code</b>	<i>Skip Pattern</i>
Name of the sub-County	Ugenya [ ] Ugunja [ ] Gem Yala [ ] Gem Wagai [ ] Alego Usonga [ ] Bondo [ ] Uyoma [ ] Rarieda [ ]	
Common Name of Ward & Village	(Open-ended)	
<b>Part 1. General Information</b>		
Respondent is household head	1. Yes [ ] 2. No [ ]	
What is your age?	1. Below 25 years [ ] 2. 26-35 years old [ ] 3. 36-45 years old [ ] 4. 46 years and above [ ]	
What is your sex/gender?	1. Female [ ] 2. Male [ ]	
What is your Marital Status	1. Single [ ] 2. Married [ ] 3. Divorced/Separated [ ] 4. Widow/Widower [ ]	

What is your highest level of education?	1. No formal education [ ] 2. Primary education [ ] 3. Secondary education [ ] 4. College /University education [ ] 5. Post-Graduate education [ ]	
What is your main source of livelihood?	1. Formal employment [ ] 2. Informal employment [ ] 3. Self-employed [ ] 4. Unemployed [ ]	
Have you had a direct engagement with the Siaya County Government in the last 6 months?	1. Yes [ ] 2. No [ ]	

**SECTION B: To assess the effect of village-level information and communication on the social service delivery in Siaya County**

This section seeks to find out **the** influence of information and communication on social service delivery in the villages of Siaya county. Kindly respond to the following statements. Each statement is rated on a 5-point scale as **1=SD**: Strongly Disagree, **2=D**: Disagree, **3=N**: Neutral, **4=A**: Agree and **5=SA**: Strongly Agree

<b>To what extent does the effect of approaches and systems of village information and communication affect the social service delivery in Siaya County</b>	<b>1=SD</b>	<b>2=D</b>	<b>3=N</b>	<b>4=A</b>	<b>5=SA</b>
1) The County Government is open to and committed to information and communication at the village level					
2) The Public and county governments use information and communication to promote village-level participation on social service delivery					
3) People with more information in the village communicate and participate more effectively in social service delivery					
4) In the last two years, there are improved service delivery, and County had developed a communication process at the village level					
5) County Government had a citizen information platform that engage local stakeholders on village matters for effective planning and execution of county services					
6) The public takes initiative to use the citizen information platform to enhance their					

participation and improve social service delivery in the villages					
7) The County Government had an Information communication technology platform e.g., a website, social media, email is open to citizens and committed to sharing information and communication with the villages					

	Nil	Low	Moderate	High	Very High
8) How would do you rate information, communication, and education on social service delivery in your village					

9) Please provide any other additional input on the communication and information process in the village of your county

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**Section C: How do the impediments of village-level participation in Siaya County affect the delivery of social services?**

This section seeks to assess the effects of public education and knowledge on social service delivery in the villages of Siaya County. Kindly respond to the following statements. Each statement is rated on a 5-point scale as **1=SD**: Strongly Disagree, **2=D**: Disagree, **3=N**: Neutral, **4=A**: Agree and **5=SA**: Strongly Agree

<b>How do the impediments to village-level participation affect the delivery of social services in Siaya County?</b>	<b>1=SD</b>	<b>2=D</b>	<b>3=N</b>	<b>4=A</b>	<b>5=SA</b>
10) County government ensures that women, men, and youth have equal opportunities to be represented during public participation and access to social services in the village					
11) Representation has influenced social service delivery and the degree of participation in the village					
12) County Government had public participation structures in the village (such as education or hold forums) to enhance social service delivery					

13) The County Government had education programmes that encourage effective representation and participation of women, men, and youth in social service delivery at the village					
14) Youth, Women, and Special Interest Groups in the village have been empowered to participate in county service delivery and development					
15) County Government engages youth, women, and special interest groups in the village to plan and design county projects and services					
16) The public take the lead through the available public forums and meetings to influence and enhance social service delivery in the villages					
17) County Government had improved commitment and responsive to public input and decisions on social service delivery made at the village level					
18) County Government and the public share the common objective in the implementation of projects, and social service delivery in the villages defined by the political leadership					
19) The county forums integrate village needs, and concerns allowing more inclusion of youth, women, and special interest groups in the design, implementation, and decision making					
20) The County embraces diversity and recognizes that all community members have a right to be heard and participate in social service delivery that affects their lives					

	<b>Nil</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very High</b>
21) How would do you rate the representation of groups and collaboration in your village					

22) Please provide any other additional information on public education and knowledge in the village of your county

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**SECTION D: To determine the effectiveness of the county participation policy framework and accountability on the social service delivery in the villages of Siaya County**

This section seeks to establish the challenges of public participation and accountability in social service delivery in the villages of Siaya County. Kindly respond to the following statements. Each statement is rated on a 5-point scale as **1=SD**: Strongly Disagree, **2=D**: Disagree, **3=N**: Neutral, **4=A**: Agree and **5=SA**: Strongly Agree

<b>To what extent do the county participation policy framework and accountability in the villages of Siaya County affect the social service delivery?</b>	<b>1=SD</b>	<b>2=D</b>	<b>3=N</b>	<b>4=A</b>	<b>5=SA</b>
23) County government had an administrative framework have enhanced village-level participation and social services					
24) In the last two years, the public has participated in county policy and development matters associated with village-level participation and social services					
25) County leaders have policies, laws, and mechanisms that articulate and adequately address community problems					
26) County policies and programs are village-centered, poverty reduction and social service delivery oriented					
27) County Budget allocations have increased accountability and incorporated village-level participation after wide consultations with stakeholders					
28) County government budget allocations are based on village concerns, and reports indicated social service delivery in the village					
29) County government had identified challenges of public participation and put in place effective accountability mechanisms to enhance socio-economic development and social service delivery					
30) County Government demonstrates flexible adaptative service delivery with well-functioning and representative community monitoring systems and committees					
31) Public has adequate community systems for accountability and participation in the county social service delivery					



32) County Government systems enhance accountability, encourage openness, and improve community ownership in the village					
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	Nil	Low	Moderate	High	Very High
33) How would you rate public participation and accountability in your village?					

34) Please provide any other additional information on public participation and accountability in the village of your county

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*Thank you very much for taking your time, and to take part in this research.*

## Appendix III: Key Informant Interview Guide

### Introduction

My name is **Bonface Hawi Rapudo**, a student at African Nazarene University, Department of Peace and Conflict Studies. Pursuing a Master of Science in Governance, Peace, and Security. As part of this degree, I am undertaking a study on the Influence of Village Level Participation on Social Service Delivery in Siaya County, Kenya. As an important stakeholder (respondent), you have been identified to participate in this study. The information provided will be treated with strict confidentiality for the survey only. If you consent to participate, you are kindly requested to be sincere with your answers. Please note that any information you will give will be treated with utmost confidentiality and privacy, and will only be used for academic purposes. Kindly tick or mark appropriate answers in the blank spaces provided. Kindly do not indicate personal details anywhere in this questionnaire.

- 1) According to you, had County Government promoted information and communication to improve village level participation in social service delivery?

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- 2) According to you, are there communication and information platforms that engage local stakeholders on village matters for effective planning and execution of county services?

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2) According to you what is the role of civic education and training in influencing social service delivery and public participation in the village?

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3) What are the challenges faced by your institution in public and partnership forums at the village level in Siaya?

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4) What are the functions of public participation and accountability on social service delivery in Siaya County?

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5) Does your organization have specific public participation policies and guidelines, and if so, which are they?

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***Thank You All for Your Cooperation***


Appendix IV: Research Permit

  
REPUBLIC OF KENYA

  
NATIONAL COMMISSION FOR  
SCIENCE, TECHNOLOGY & INNOVATION

Ref No: **843115** Date of Issue: **25/March/2021**


**RESEARCH LICENSE**




**This is to Certify that Mr., Boniface Hawi Rapudo of Africa Nazarene University, has been licensed to conduct research in Siaya on the topic: INFLUENCE OF VILLAGE LEVEL PARTICIPATION ON SOCIAL SERVICE DELIVERY IN SIAYA COUNTY, KENYA for the period ending ; 25/March/2022.**

License No: **NACOSTI/P/21/9647**

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## Appendix V: Research Approvals and Letters



12<sup>th</sup> March, 2021

**RE: TO WHOM IT MAY CONCERN**

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Rapudo Bonface Hawi (**18S03DMGP004**) is a bonafide student at Africa Nazarene University. He has finished his course work and has defended his thesis proposal entitled: - *“Influence of Village Level Participation on Social Service Delivery in Siaya County, Kenya”*.

Any assistance accorded to him to facilitate data collection and finish his thesis is highly welcomed.

Regards,



**Dr. Titus Mwanthi.**

**Ag. DVC, Academics**

### Appendix VI: Map of Siaya County

