



## PUBLIC PARTICIPATION AND SERVICE DELIVERY IN NAIROBI CITY COUNTY GOVERNMENT, KENYA

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### ABSTRACT

**Background:** determine the relationship between public participation and service delivery in Nairobi City County Government, Kenya. The study focused on information sharing and public involvement as the independent variables while Service Delivery in Nairobi City County Government, Kenya was the dependent variable.

**Methodology:** The study was guided by Communication Accommodation Theory and Decision Participation Theory. The study used descriptive research design. The study targeted 68 services that are accessible by the public in Nairobi City County. The unit of observation was 85 ward public participation facilitators/Ward administrators, and one official from the 112 residents' associations in Nairobi County. Thus, a total of 197 respondents formed the unit of observation. A census was adopted since the population was manageable.

**Findings:** In the regression analysis Information Exchange ( $\beta = .415$  sig = .000), Public involvement ( $\beta = .508$  sig = .000) significantly influenced Service delivery in Nairobi City County. Public involvement (Beta = .572 or 57.2%) had the highest influence on Service delivery in Nairobi County followed by Information Exchange (Beta = .520 or 52%).

**Conclusions:** Information Exchange and Public involvement significantly influence Service delivery in Nairobi City County.

**Recommendations:** The county government should ensure they adhere to the Constitution of Kenya and further develop policies to supplement the public participation process.

**Keywords:** Information Exchange, Public involvement, Service Delivery, Public participation, Nairobi City County

## **Background of the Study**

Public participation is a vital characteristic of good governance. Through governance decisions, implementation (or lack of) for different policies is done (Jun & Bryer, 2017). Governance is considered effective if its processes are participatory, consensus and inclusion oriented. Results-oriented governance ought to be based on the rule of law to ensure that corruption or inefficiencies are eliminated or minimized (McLavery, 2017). Kenya, Public participation is a national value and principle of governance established in Article 10 of the 2010 constitution. Article 232(d) guarantees the involvement of the people in the process of policy making; however, the level of citizen involvement at both levels has not been optimized (Devolution Policy 2016). This is due to lack of policy and legal framework to guide the conduct of public participation. Yegon and Omwenga (2022) supported the idea that public participation is critical in ensuring the adoption of better decisions in the county government. Better decisions are achieved through increased public participation. Public participation was identified as an ideal solution for conflicting interests between administrators and members of the public and among residents. Through public participation, different parties can present their arguments and reasons why they support one project and not another.

Article 1 of the Kenyan Constitution, which declares that the people have the right to exercise their sovereign power, as well as Article 10 (2) (a) and Part 2 (14), Fourth Schedule, of the Kenyan Constitution, all make public participation a constitutional requirement and a duty of the national and county governments (Kipyego & Wanjare, 2017). The concepts of public participation and the need to encourage public engagement in government activities are outlined in Sections 87 to 92 and Section 115 of the County Governments Act, 2012, respectively. However, public participation did not start with the constitution of Kenya 2010. Nairobi City County Government is one of the 47 counties in the Republic of Kenya that were established under the constitution of Kenya 2010. The County is the successor of the defunct City Council of Nairobi, and operates under the County Governments Act and a host of other statutes. (Nairobi City County Government, 2024). The Nairobi City County Government is charged with the responsibility of providing a variety of services to residents within its area of jurisdiction. Nairobi City County Public Participation Act, 2015 forms the basis public engagement in Nairobi City County Government. This Act provides with respect to the public participation process in Nairobi City County Government. Since the onset of the 2010 Constitution, a number of County Governments have formalized these Associations by establishing a legal framework to mainstream their activities and service delivery (Republic of Kenya, 2016). A number of these Associations are single purpose entities which cumulatively have had substantial impact on the livelihoods of residents of rural and urban areas localities (Ndungu, 2016).

## **Statement of the Problem**

Counties play a great role in economic development. The central government allocates 15% of the GDP to the county governments. Devolution is meant to improve service delivery to citizens. However, despite devolving services to counties, service delivery remains very poor. Report by KIPPRA and NGECC (2017) on status of public participation in the counties showed that citizen participation in the counties has been very low. Special Interest Groups (SIG) such as the youth; women; people with disabilities (PWDs); older members of society; and minorities and marginalized are still underrepresented in public forums.

It is also unfortunate that the presence of legally binding rules for public participation has not translated into a meaningful practice whereby 83% of Kenyans have been found to be unaware of the funds allocated to their county, 7% are aware of their County's Fiscal Strategy Paper, 16% aware of County Integrated Development Plan, and 41% aware of the county budget. In addition, only 38% of citizens are aware of county meetings and 15% attend such meetings (Transparency International, 2021). In addition, the Policy on Devolved System of Government acknowledges that the quality of public participation is low and has not been optimized due to

low civic awareness by the citizenry, uncoordinated civic education, and challenge in accessing information. This practice may make the public perceive such public meetings as hollow rituals (KIPRA, 2022). In Nairobi City County Government, public participation is guided by the Nairobi City County Government public participation policy, 2015. This study hence seeks to investigate the role of public participation in delivery of services in Nairobi City County Government so as to inform other counties of the best practices.

### **Objectives of the Study**

The general objective of the study was to determine the relationship between public participation and service delivery in Nairobi City County Government, Kenya.

Specifically, the study sought;

- i. To establish effect of information exchange on service delivery in Nairobi City County Government, Kenya.
- ii. To assess effect of public involvement on service delivery in Nairobi City County Government, Kenya.

## **LITERATURE REVIEW**

### **Theoretical Review**

The study was underpinned by the Communication Accommodation Theory and the decision participation theory. The theory was developed by Howard Giles in 1971. The theory explains that when people communicate, they adjust their vocal patterns and speech to accommodate the needs of the recipient of the message (Rodriguez, 2017). Managers are expected to learn how to accommodate their audience by adopting a method of communication that suits them and one that would best pass the message. For instance, communication between managers of different projects would be different from communication between the project manager and the project members. The latter is also different from the communication adopted with customers, stakeholders, and investors interested with the project (Carroll, 2012). Communication in public participation depends on the ability of the communicating parties to understand the language and context of communication. Different communication techniques are used on different parties depending on the intended purpose of the communication. At some point, informal communication may be necessary while other circumstances may require formal communication (Campbell & Campbell, 2012). This theory was related to information sharing in public participation.

According to the decision participation theory by Vroom and Jago (1988), the effectiveness of decision-making depends on aspects such as the amount of relevant information possessed by decision makers, importance of decision acceptance, and the likelihood of subordinate cooperation in decision-making if allowed participation. The notion highlights that there is no one-size-fits-all decision-making process. Instead, it presents a number of options and guides the user to the one that is most relevant for the situation. If haste and divisiveness are desired, for example, an autocratic process will be required. If collaboration is required, then the process will become more democratic. When leaders follow the principle, researchers have discovered that they are more effective, and their teams are more productive and satisfied. Vroom Yetton theory is so simple that it can be used by anyone from high level management to low-ranking staff. It may be useful in unexpected and uncommon situations, whether in decision making about a day-to-day matter or handling a complex challenge. This theory promotes the use of participatory decision-making as a motivator for enhancing public services delivery. When the public is involved in the county projects and operations, they feel that their opinions on county management matters

### **Conceptual Framework**

Conceptual framework is a diagrammatical representation that shows the relationship between dependent variable and independent variables as shown below in Figure 1.

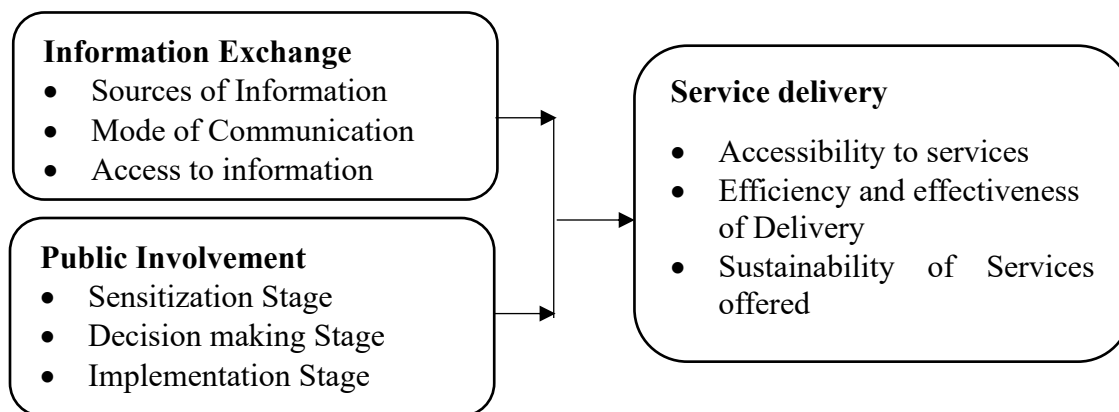
**Independent Variable****Dependent Variable**

Figure 1: Conceptual Framework

**Information Exchange**

Information sharing means that people pass information from one to another. The method by which information is created and consumed has changed exponentially in recent decades to enable the society to have the ability to seek, spread, and share information at the touch of one's fingertips. The same freedom that allows information to reach the masses is the same that allows misinformation to proliferate (Moreland et al., 2021). The unfortunate consequence to the overexposure of both information and misinformation has led to issues of mistrust. The issues of trust, information sources, and misinformation presents challenges for any proponent planning to organize a public consultation. These factors influence the participants' inherent biases and views entering the forum (Bonsón, Perea, & Bednárová, 2019). A variety of strategies can be employed to combat aspects of mistrust, misinformation, and problematic information sources. Listening to opposing views provides the opportunity for participants to gain respect for differing perspectives. Additionally, allowing participants to voice their concerns enables them to develop more confidence in the consultation process as they can see their voice was heard. This process empowers proponents of public consultations to expel concerns of misinformation and provide the participants and stakeholders with the facts of the matter (Jones, 2019).

**Public Involvement**

Public involvement is the inclusion of the public in the activities of any organization or project. This refers to the involvement of "public" stakeholders in a project/activity, and to their active participation in its preparation and implementation. These groups would include NGOs, community organizations, women's groups, and traditional village institutions (Ansell, 2022). The inclusion of the views of the affected and interested public helps to ensure the decision-making process is equitable and fair and leads to more informed choice and better environmental outcomes (Bobbio, 2019). Public sensitization encompasses dissemination of information to the public by the government through various mediums. Successful public sensitization requires steady information recurrent in varied materials and stressed through interpersonal contact and through mass and local media channels. Therefore, it is vital to have a proper plan, implementation strategy, and enough resource efforts for community mobilization.

In Kenya, President Uhuru Kenyatta gave a directive on communicating and sensitizing the public on government achievements and projects with the aim of ensuring that the public gets involved in policy formulation, implementation and feedback on the quality-of-service delivery (Oneya, 2010). Despite all these efforts, there is little appreciation of the importance of public relations in sensitizing the public on government projects. This is evidenced by the fact that

public relations officers are not part of the top management teams that make decisions including policies and regulations that would need to be communicated to the public (Omondi, 2022).

## **EMPIRICAL REVIEW**

### **Information Sharing and Service Delivery**

Naido (2024) assessed the role of Public Participation (PP) in service delivery in the Ekurhuleni Metropolitan Municipality, South Africa. The study adopted a descriptive research design. Data was collected from citizens, businesses, municipal managers, and ward committee members using questionnaires and interviews. The results showed that information about PP is obtained via radio, television, newspapers, and mobile phones. The findings also established that the municipality is aware of the service quality offered.

Singh (2023) studied effectiveness of communication policy utilized by the KwaZulu-Natal municipality. The study used questionnaires, interviews and observation to collect data from municipal officials and stakeholders. Results showed that e-Governance is the emerging mode of contemporary service delivery, and the success of digital government process is highly dependent on information technology being embedded within the communication policy. The innovative communication strategy helps to maintain good governance in its pursuit of best practice to promote efficiency, effectiveness and value-for-money.

Ajongbah (2019) investigated project communications management in Ghana. Data was collected from 65 respondents using questionnaires. The results showed that various communication channels were employed which included meetings, seminars/workshops, daily team briefings, reports, e-mails, focus group discussions, social media (WhatsApp, Facebook, Twitter, Instagram), panel discussion, notices/posters, presentations, advertisement, brochures/newsletters, town hall meetings, newspaper and video conferencing.

### **Public Involvement and Service Delivery**

Mambula, Francis, and Zirra (2021) examined the relationship between involvement in decision making and organization productivity in Access Bank. The simple and purposive sampling techniques were used to obtain a sample of 50 respondents. Questionnaire was used to collect data. Finding indicated that employee involvement in decision making is an effective tool to enhance productivity. Findings further showed that allowing all employees to involve in decision making is the best and help increase commitment of workers as well as promoting creativity and innovation in the organization.

Makwande, (2020) explored the involvement of communities in determining the infrastructure services that are delivered to them by government in the Western Cape province of South Africa. A qualitative and quantitative methodology was employed in the study. The main findings revealed that the role of the community is not clearly defined during the process of service delivery resulting in poor public participation. Poor communication with communities also contributes to this problem and there is no formal collaboration between the community and the municipality. Wabomba (2021) examined the effect of employee collective decision making and the performance in commercial banks in Nairobi County, Kenya. The study employed a descriptive survey research design. The respondents were 569 bank employees and 235 were sampled. Questionnaires were used to collect data. Results showed that involving employees in decision-making is a sure way to make them feel important and develop character. The managers use enrichment motivate employees and provide job satisfaction.

Okelo, Odero, and Rono (2022) sought to determine the effect of community awareness on public participation of women in the development planning processes in Awendo Sub County. The target population included religious leaders, local opinion leaders, and members of County Assembly. Questionnaires were used to collect data. The study concluded that the level of public participation is highly dependent on level of public awareness and vice versa. The seminars and trainings called by the Sub County were few and they were not publicized thus

majority of the citizens were not informed. The use of vernacular radios was an effective means of promoting awareness to citizens. The citizens felt that the Sub County staff was not committed to awareness creation, or building their capacity due the vested interests.

## RESEARCH METHODOLOGY

This study adopted descriptive survey research design. The study discussed services offered by the County Government. According the Nairobi County Information Hub (2023), there are 68 services that are accessible by the public. Public participation in 68 services offered by the county government was the study's unit of analysis. The unit of observation was 85 ward public participation facilitators/Ward administrators, and one official from the 112 residents' associations in Nairobi County registered by The Kenya Alliance of Resident Associations (Were & Opondo, 2021). Thus, a total of 197 respondents was observed. a census was adopted since the population was manageable. Questionnaire was the main tool for data collection. Descriptive and inferential statistics was adopted for the study. Descriptive statistics which include frequency distribution tables and measures of central tendency (the mean), measures of variability (standard deviation) and measures of relative frequencies. The inferential statistics included a regression model which established the relationship between public participation and Service Delivery of Nairobi City County Kenya

## RESEARCH FINDINGS, ANALYSIS AND DISCUSSION

The questionnaire was administered to the sample size of 197 respondents in Nairobi County as part of the study. A total of one hundred and sixty-eight (168) questionnaires were filled and returned representing 85.3% of the distributed questionnaires Mugenda and Mugenda (2018) argued that a response rate of 50% in a study is adequate while 70% and above is excellent. Figure 2 shows the response rate.

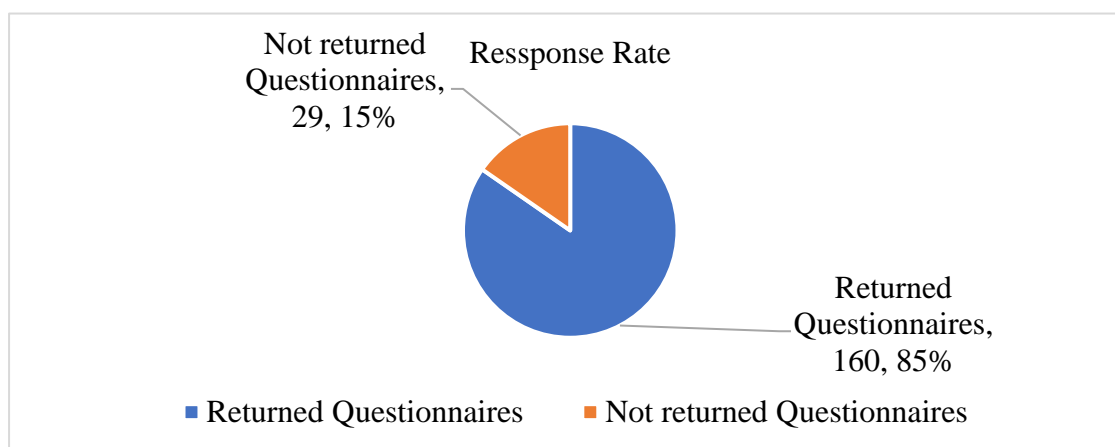


Figure 2: Response Rate

### Descriptive statistics

The study computed the descriptive statistics in order to ascertain the whether the objectives are met. Measure of central tendency was used to compute the statistics. The study questionnaire was presented in 5-point Likert scale where 5 (SA) = Strongly Agree, 4(A) = Agree, 3(N) = Neutral, 2 (D) = Disagree, and 1(SD) = Strongly Disagree. Both mean and standard deviation were used to interpret the significance of the statistics.

### Information Exchange

According to Moreland et al (2021) information exchange is the passing of information between individuals. In this study information exchange was measured by information sources, mode of communication and access to information. The descriptive statistics as shown in Table I regarding information exchange and how it influences service delivery. The general average of 3.11 indicates that the respondents were neutral on the effect of information exchange on service

delivery in Nairobi County. However, the average standard deviation of  $1.069 < 2$  signifies that there was merging of opinion in relation to the effect of information exchange on service delivery in Nairobi County. In regard to the statements measuring information exchange, a mean greater than the general average of 3.11 indicates a positive influence on information exchange while opinion less than 3.11 indicates the statement doesn't positively influence the variable. As for the standard deviation, those that are greater than the general average standard deviation of 1.069 indicate that there was variation of opinion though not to a greater extent since they all are less than standard deviation of 2.

**Table 1: Information Exchange and service delivery**

Information exchange	SD %	D %	N %	A %	SA %	MN	STD
The county uses various communication channels to communicate to the public	2.4	6	10.7	60.7	20	4.10	.870
Public participation forums are organized through sending short messages to the sub-location leaders	10.1	20.2	19.6	22	28	3.38	1.348
Communication is key in mobilization the public to participate in development programs	10.1	20.8	19.6	28.6	20.8	3.29	1.287
There is a system that allows for efficient integration of multiple channels of communication	10.7	20.2	28.6	20.8	19.6	3.18	1.265
The county provides adequate, balanced and objective information to the public	10.1	20.8	18.5	21.4	29.2	3.39	1.362
There is effective information sharing between the county and the public.	10.1	20.2	19.6	29.8	20.2	3.30	1.279
<b>Average Information Exchange</b>						<b>3.11</b>	<b>1.069</b>

Respondents had divergent opinion (80.7%) that the county government uses various communication channels in to communicate to the public as returned by the mean score of 4.10 and standard deviation of .870. Majority of the respondents (50%) agreed that the public participation forums are organized through sending short messages to the sub-location leaders. The statement had mean score of 3.38 and standard deviation of 1.348. The respondents (49.4%) also agreed that communication was key in mobilizing the public to participate in development programs in Nairobi County. The statement also positively influences the variable since the mean of 3.29 was greater than the general mean of 3.11. There was also evidence (40.4%) of the system allowing integration of multiple channels of communication though to a small extent as shown by mean of 3.18 which is slightly greater than the general average of 3.11. Respondents (50.6%) agreed that the Nairobi County provides adequate, balanced and also objective information to the general public. The statement also had positive influence on the variable since its mean of 3.39 is slightly greater than the general average of 3.11. Finally, 50% of the respondents agreed on effective information sharing between the county and the general public. The statement also to some extent had a positive influence on the variable information exchange since the mean of 3.30 was greater than the general average of 3.11.

The use of various multiple channels to communicate to the public in Nairobi County had the highest influence on the variable ( $M = 4.10$ , Std dev = .870) though it wasn't much clear on

whether the system allowed efficient integration of multiple channels of communication ( $M = 3.18$ , Std dev = 1.265). Participation forums are organized and communicated to sub-location elders through short messages ( $M = 3.38$ , Std dev = 1.348); adequate and balanced information is also provided by the county government to the public ( $M = 3.39$ , Std dev = 1.362); there is also effective information sharing between the county and the public ( $M = 3.30$ , Std dev = 1.279); and communication is crucial for mobilizing the public in participating in development programs undertaken by the county ( $M = 3.29$ , Std dev = 1.287). The findings are also supported by the communication accommodation theory that communication should be adjusted to the needs of the recipient of the message. The county government of Nairobi thus, needs to accommodate the public through adoption of communication channels that are suitable to the public. The information should also be accessible by the public at ease.

### Public Involvement

Arnsell (2022) described public involvement as the inclusion of the public in the activities of any organization or project. Bobbio (2019) posited that the inclusion of the views of the affected and interested public helps to ensure the decision-making process is equitable and fair and leads to more informed choice and better environmental outcomes. In this study, public involvement was measured by the various stages in public involvement which included sensitization, decision-making, and implementation stages. Table II below shows the descriptive statistics in regards to public involvement and service delivery. The general average of 3.40 indicates that the respondents were neutral on the effect of public involvement on service delivery in Nairobi County. However, the average standard deviation of  $.960 < 2$  signifies that there was merging of opinion and also minimal variation of the opinion in relation to the effect of public involvement on service delivery in Nairobi County.

Table II: Public involvement and service delivery

Public involvement	SD %	D %	N %	A %	SA %	MN	STD
Community members are always notified of public participation forums within their area	1.2	29.2	10.7	30.4	28.6	3.56	1.217
The level of community awareness determines their public participation in development planning process	10.1	20.8	20.2	29.2	19.6	3.27	1.275
Community members are well involved in the various stages in development planning process	1.8	20.2	29.2	11.9	36.9	3.62	1.223
Awareness of participation program gives interested communities' opportunity to influence the outcome	27.4	10.1	20.2	22.6	19.6	2.97	1.490
Community relations help in identifying suitable methods of implementation of government projects	19	10.7	19.6	30.4	20.2	3.22	1.395
The public is consulted when a service is about to be rendered in their area	2.4	13.7	19.6	36.9	27.4	3.73	1.080
<b>Average Public Involvement</b>						<b>3.40</b>	<b>.960</b>



Respondents (59%) agreed that community members being notified of public participation forums in their areas as supported by the mean of  $3.56 > 3.40$ . A majority of 48.8% of the respondents agreed that the community level of awareness determines the participation level in development planning process. The mean of  $3.28 < 3.40$  also supported the statement. Respondents (48.85) also agreed that community members are involved the various stages of development as supported by the mean of  $3.62 > 3.40$ . It was also agreed by 42.2% the awareness of participation program accords the interested communities an opportunity to influence the outcome of participation. This is also supported by the mean of  $2.97 < 3.40$ . The study also found that respondents agreed (50.6%) that community relations also help in identifying suitable methods of implementation of government projects as supported by the mean  $3.22 < 3.40$ . Finally, majority of 64.3% of the respondents agreed that the general public is consulted whenever a service is rendered in a specific area. This is also supported by the mean of  $3.73 > 3.40$ .

The descriptive statistics prove that the opinion of the respondents in regarding to the indicator of public involvement varied to an extent as evident from the standard deviations which were all greater than average .960. As for the mean, statements with mean greater than the general average of 3.40 positively influenced public involvement. Thus, public being consulted whenever a service is to be rendered in a given area ( $M = 3.73$ ,  $std\ dev = 1.080$ ) highly influenced public involvement followed by community involvement in development planning ( $M = 3.62$ ,  $Std\ dev = 1.223$ ), and community being notified of public participation forums ( $M = 3.56$ ,  $Std\ dev = 1.217$ ). However, some statement though evident to contribute to public involvement, they didn't positively influence it. The level of community awareness in determining the public participation in development process ( $M = 3.27$ ,  $Std\ dev = 1.275$ ), awareness of participation program to influence the participation outcome ( $M = 2.97$ ,  $Std\ dev = 1.490$ ), and community relations in helping identification of suitable method of implementation of county government projects ( $M = 3.22$ ,  $Std\ dev = 1.395$ ) all didn't positively influence public involvement.

### **Service Delivery**

Service delivery is the provision of social services, such as potable water supply, good roads, healthcare delivery and electricity, intended to alleviate human suffering and by extension, enhance the quality of life of the citizens. In this study, accessibility to services, efficiency and effectiveness of delivery, and sustainability of services offered were used to measure the variable service delivery. Table III below shows the descriptive statistics. The general average of 3.35 indicates that the respondents were neutral on the status of service delivery in Nairobi County due to public participation. However, the average standard deviation of  $.853 < 2$  signifies that there was merging of opinion and also minimal variation of the opinion in relation to the of service delivery in Nairobi County.

Table III: Service Delivery

Service delivery	SD %	D %	N %	A %	SA %	MN	STD
The county services are accessible to all members of the public	10.1	20.2	21.4	38.1	10.1	3.18	1.170
The county services needed by the public are available	28	10.1	11.3	30.4	20.2	3.05	1.531
There is efficiency in service delivery	1.8	11.3	21.4	28.6	36.9	3.88	1.090
The services offered by the county meet the needs and expectations of the public.	14.9	17.9	14.3	30.4	22.6	3.28	1.384
The county government has ensured continued provision of the services at all times.	10.7	22	18.5	22.6	26.2	3.32	1.354
Public participation has enhanced sustainable service delivery in the county	8.3	13.7	25.6	31.5	20.8	3.43	1.202
<b>Average Service Delivery</b>						<b>3.35</b>	<b>.853</b>

Respondents (48.2%) agreed that county services are accessible to the all members of the public. The statement is supported by the mean of  $3.18 < 3.35$ . Respondents (50.6%) also opined that the county services that are needed by the public are also available. The statement is supported by the mean of  $3.05 < 3.35$ . There is efficiency in service delivery in Nairobi County as agreed by 65.5% of the respondents and supported by the mean of  $3.88 > 3.35$ . Respondents (53%) also agreed that the services offered by the county meet the needs and expectations of the public. This is supported by the mean of  $3.28 < 3.35$ . It was also greed by 48.8% of the respondents that the county government has ensured continued provision of the services at all times. This is supported by the mean of  $3.32 < 3.35$ . Finally, 52.3% of the respondents agreed that public participation has enhanced sustainable service delivery in the county as supported by the mean of  $3.43 > 3.35$ .

The descriptive statistics provided evidence to support the opinion of the respondents in regarding to the indicator of service delivery in Nairobi County. Varied opinion was recorded as evident from the standard deviations which were all greater than average .853. As for the mean, statements with mean greater than the general average of 3.35 positively influenced service delivery. Thus, Nairobi County being efficient delivering of services had the highest influence ( $M = 3.88$ , std dev = 1.090) followed by public participation enhancing sustainable service delivery ( $M = 3.43$ , Std dev = 1.202). However, some statement though evident to contribute to service delivery, they didn't positively influence it. The county services being available to all members of the public ( $M = 3.18$ , Std dev = 1.170), county services needed by the public being available ( $M = 3.05$ , Std dev = 1.531), and services offered by the government meeting expectations of the public ( $M = 3.28$ , Std dev = 1.384), and the county government ensuring services are provided at all time ( $M = 3.32$ , Std dev = 1.354) all didn't positively influence service delivery.

## Correlation Analysis

The study used Pearson correlation analysis to examine the relationships between the dependent variable (Service Delivery) and the independent variables (Information Exchange, Public Involvement). Table IV below shows the findings from the correlation analysis.

*Table IV: Correlation Analysis*

		Service Delivery
Information Exchange	Pearson Correlation	.733**
	Sig. (2-tailed)	.000
	N	168
Public Involvement	Pearson Correlation	.761**
	Sig. (2-tailed)	.000
	N	168

Information exchange has a strong positive ( $r = .733$ ) significant ( $\text{sig} = .000 < .05$ ) correlation with Service delivery in Nairobi County. Information exchange unitary improvement may lead to increase in service delivery in Nairobi County by .733 units. The findings are also in line Kiconco et al (2022) who found agricultural information exchange to have a strong correlation on service delivery within social networks from value chain actors in Uganda. Kamau (2022) found a strong correlation between open government data with public service delivery in Nairobi County government through data availability, knowledge level, and application of open data.

The findings also showed that public involvement has a strong positive ( $r = .761$ ) significant ( $\text{sig} = .000 < .05$ ) correlation with Service delivery in Nairobi County. Public involvement unitary improvement may lead to increase in service delivery in Nairobi County by .761 units. The findings are supported by Mambula et al (2021) who found a significant correlation between involvement in decision making and organization productivity in Access bank. Employee involvement in decision making is an effective tool to enhance productivity. Makwende (2020) also found a significant correlation between the communities' involvement in determining the infrastructures

## Autocorrelation Test

Durbin-Watson test was used to check for autocorrelation. In this study the d-value was 2.259 < 2.5 indicating the absence of autocorrelation problem. Table V below shows the results.

*Table V: Durbin-Watson Autocorrelation Test*

Model	Std. Error of the Estimate	Durbin-Watson
1	.41774	2.259

## Regression Analysis

Findings from regression analysis indicate that all the beta coefficients for the independent variables were significant i.e. the p-values were less than the significant value 0.05. Thus, individual variables (Information Exchange, Public Involvement) were significant in explaining Service Delivery in Nairobi City County. Public involvement had the highest influence with a correlation .572 (57.2%) while Information Exchange had a correlation of .520 (52%).

Table VI: Regression Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.057	.199		.285	.776
<sup>1</sup> Information Exchange	.415	.090	.520	4.623	.000
Public Involvement	.508	.076	.572	6.685	.000

a. Dependent Variable: Service Delivery in Nairobi City County

The model can be fitted as follows

$$Y = .057 + .415X_1 + .508X_2 \dots \dots (i)$$

Where;  $X_1$  = Information Exchange,  $X_2$  = Public Involvement

The study found that information exchange has a direct significant relationship with service delivery in Nairobi County. For a unit increase in service delivery .415 information exchange is needed. Information exchange also shows a strong correlation (Std Beta = .520) with service delivery. The association between information exchange and service delivery is significant Sig (.000 < .05) which is also supported by t-calculated (4.623) > t-critical ( $\pm 1.974$ ). Gisemba and Iravo (2019) found a strong correlation ( $r = .884$ ) between staff training and use of technology with service delivery as factors influencing e-government in Nairobi district land registry in Kenya. Kamau (2022) found that open data government data in terms of data availability, knowledge level, and application of open data explained 34.3%, 7.2%, and 36.9% respectively service delivery in Nairobi County.

Public involvement has a direct significant relationship with service delivery in Nairobi County. For a unit increase in service delivery .508 public involvement is needed. Public involvement also shows a strong correlation (Std Beta = .572) with service delivery. The association between public involvement and service delivery is significant Sig (.000 < .05) which is also supported by t-calculated (6.685) > t-critical ( $\pm 1.974$ ). The findings concur with Yegon and Omwenga (2022) who found a strong correlation ( $r = .634$ ) with public service delivery in Kirinyaga County in Kenya through incorporating of public views, quality of decisions, educating & informing the public, and how public participation to resolve conflict and competing interests. Thus, public involvement through sensitization, decision making, and implementation significantly influence service delivery in Nairobi County.

## CONCLUSIONS

The first specific objective which was establish effect of information sharing on service delivery in Nairobi City County Government, Kenya, the study found that information sharing has a significant correlation with service delivery. Information sharing also has significant positive effect on service delivery in Nairobi County. Thus, through sharing information from various sources, adapting different modes of communication, and ensuring the information is accessible it will positively lead to improved service delivery in Nairobi County. The second specific objective which was to assess effect of public involvement on service delivery in Nairobi City County Government, Kenya. The study found that public involvement a significant correlation with service delivery. Public involvement also has significant effect on service delivery in Nairobi County. Thus, we can conclude that public involvement through sensitization, decision making, and implementation significantly influence service delivery in Nairobi County.

## RECOMMENDATIONS

The County government of Nairobi ought to have policies on how information is exchanged to public and ensure they adhere to them. The communication channels to be used need to be

identified and also communicated to the public to prevent fake information being exchanged to the public. The information also shared to the public should also be objective adequate and relevant. The county government should also create awareness to the public on the importance of public participation in development agendas, and this will ensure the communities are enlightened on their roles in public participation. The county government should ensure they adhere to the Constitution of Kenya and further develop policies to supplement the public participation process. Though public participation is supported by an effective legal framework, how it is effectively done is still questionable.

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