The effects of public participation on delivery of services by county governments in Kenya: a case of Nairobi City County

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A research proposal submitted to the Department of Public Policy and Administration in partial fulfillment of the requirements for the award of the degree of Master in Public Policy and Administration of Kenyatta University
DECLARATION

This research proposal is my original work and has not been presented in any other university.

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Signature .................................. Date..........................

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Supervisor Declaration:

This proposal has been submitted for review with our approval as University supervisors.

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Department: Public Policy & Administration

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ABSTRACT

Public participation is viewed as a mechanism by which the citizens contribute towards governance and service delivery. This study has taken interest in public participation with a bias towards service delivery at the County Government of Nairobi. The study was informed by continuous lawsuits and complaints that the County Government of Nairobi was not considering the views of the public before developing its services. The objectives will be to: examine the awareness of public participation; find out the effect of the strategies of public participation; establish the levels of public participation; determine the relationship between public participation and delivery of services at the county government of Nairobi. The study will make use of both the Communication Action Theory and Civic Activism Model to put it into perspective. This study will adopt a descriptive research design. Four constituencies out of 17 will used in the study; Westlands, Embakasi South, Kasarani and Dagoreti North. Slovin’s formula will be used to arrive at a sample size representative of the entire population. Two sets of questionnaires will be used to gather data from the residence of Nairobi and Nairobi City County Government officials. Quantitative data obtained from rating scales and close ended questions will then be analyzed using statistical software (SPSS) and results presented in tables and graphs as percentages. The qualitative data will involve manual analysis to establish pattern, similarities and differences in the responses.
ABBREVIATIONS AND ACRONYMS

APA – American Psychological Association
COK - Constitution of Kenya
DFID – Department for International Development
ICPAK – Institute of Certified Public Accountants of Kenya
KIPPRA – Kenya Institute for Public Policy Research and Analysis
SPSS – Statistical Package for the Social Sciences
WHO – World Health Organization
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Public participation: a consultative process aimed at decision making involving an individual, group or organization.

Service delivery: distribution or delivery of needed services.

Legislation: the act or process of making or enacting laws.

Public: individuals, groups, communities or organizations receiving services from the county government.
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CHAPTER ONE

1.0 Introduction
The chapter will review the background information of the study, the statement of the problem, objectives of the study, research questions, significance, scope, limitations and delimitations.

1.1 Background of the Study
Ordinary citizens have for centuries been involved in public governance, planning and decision making in what is commonly termed as public participation. Public participation is understood differently. To some it is a right, to others it is a practice while to some others it is a political principle that involves those affected or interested in a decision being involved in it. The members of the public are therefore required to contribute in the decision making process by giving their views on issues that directly affect them. According to Muse and Narsiah (2015), public participation is an inherent part of human civilization. It is based on the intrinsic human need to improve the well-being of the citizens through cooperation. It is a phenomenon whose roots can be traced in the civilization, culture and history of mankind. Historians trace it to ancient Greece in the 6th Century BC. Over the years, governments all over the world have adapted public participation or otherwise known as citizen participation. In the Western culture, public participation is believed to have emerged over the past three decades. It plays an important role in democratic governance as it empowers the citizens. As a democratic right, public participation has gained acceptance in both centralized and devolved governments. It is widely seen to enhance civic consciousness and lead to improved service delivery.

Kenya has had a centralized system of governance for several years though traces of centralized system of governance are found during the colonial era where colonial masters used it exclusively to serve their interests (Kaseya & Kihonge, 2016). The promulgation of the current
constitution in 2010 led to the adoption of a devolved system of governance. The devolved systems were expected to bring service delivery closer to its citizens. Oloo (2006) argues that devolution is widely seen as a mechanism to institutionalize citizen participation in development planning, increase the opportunities for political participation thereby enhancing both the democratic political culture and the communities’ sense of ownership.

The Constitution of Kenya forms a strong legal framework upon which public participation is a pillar in the democratization of its people. It enables the people to have a voice or platform upon which they can take part in the decision making process in the government. In the constitution, citizen or public participation is kick started in Article 1 (2) which states that all sovereign power is vested to the people of Kenya (Constitution of Kenya, 2010). Other Articles of the constitution are since mentioned to solidify this. They include: Article 10 (2) a, b, c; Article 27; Article 33; Article 35; Article 61; Article 69 (1); Article 118 (1); Article 119 (1) (2). The County Governance Act also contains sections that touch on public participation. Section 113; Section 87; Section 88; Section 89; Section 90; Section 91; Section 94, 95, 96; Section 100 and Section 101.

When Kenya reverted to decentralized governance, it reintroduced major challenges as it struggled to deliver services to its citizens. The devolved systems were expected to bring service delivery closer to its citizens. Oloo (2006) argues that devolution is widely seen as a mechanism to institutionalize citizen participation in development planning, increase the opportunities for political participation thereby enhancing democratic political culture and enhancing community’s sense of ownership. Policy and decision-makers make an assumption that there is a causal relationship between public participation and service delivery. Lubaale, Agevi and Ngari (2007) conducted a study on the impact of the Local Authority Service Delivery Action Plan
(LASDAP). They established that LASDAP had contributed to public participation as a tool for fair and impartial public driven distribution of resources from Local Authority Transfer Fund (LATF). They argue that the public participation was merely for consultation and never resulted to the public being involved in monitoring or implementing the services. The study never established the quality of participation nor the type of participation as no such records existed. Muriu (2014) conducted a study on how citizen participation impacted decentralized service delivery from 2002 to 2010. The researcher established an increase in public participation when it comes to governance and service delivery. This in return led to an increase in government performance of services offered. The study concluded that citizen participation was minimal and less influenced service deliver in local authorities. The study was too wide leading to generalized findings in the 175 local authorities despite each unit having detailed variations. Kaseya and Kihonge (2016) studied factors affecting the effectiveness of public participation in county governance in Kenya. They based their study in Nairobi County. The study established that public participation played a strong role in the delivery of services in county governments. Civic education was singled out to be an effective strategy in public participation process. The study dealt on specific public participation strategies but never emphasized on their impact on service delivery.

The democratically elected persons in every society need to embrace public participation to enable them better understand the specific needs of the people and be able to prioritize services being provided by the government (DFID, 2002). Citizen participation is being viewed as goal and means by which effective decentralization is achieved (KIPPRA, 2006). Public participation influences decentralization as it seeks to improve delivery of services through equitable resource

1.2 Statement of the problem

Article 1 (1) of the constitution of Kenya (CoK) 2010, empowers citizens to participate in governance. The power of participation can be exercised directly (self-participation) or indirectly (elected leaders). The principle of citizen participation is therefore anchored within the constitution and various pieces of legislation on devolution. Public participation ensures a democratic process of social values and an improved process of planning which endeavors to fulfill the needs of the public (Marzuki, 2015). Public participation is also an educative process of issues regarding the development of government programs. This will potentially influence social or personal changes amongst community members, which can then be used to incorporate diverse public interests and thus accord people with the right to participate in decisions that will affect their lives. Despite the legislations and benefits of public participation, the county government has done very little to promote it. There have been court cases challenging decisions taken by the county government without public participation. Citizens have also complained of not being given the chance of publicly participating on issues affecting their county government which as a result hinders the services delivered. While there exists a strong momentum on the issue of public participation in Kenya, there is also a gap between the provisions in the legal framework and the actual practice.

1.3 Objectives of the research

The main objective of this study is to establish the effects of public participation on delivery of services by county governments.
1.3.1 Specific objectives

Objectives

i. To examine awareness of public participation concerning service delivery at the Nairobi City County Government.

ii. To examine the strategies of public participation at the Nairobi City County Government.

iii. To assess the level of public participation at the Nairobi City County Government.

iv. To find out the relationship between public participation and service delivery at the Nairobi City County Government.

1.4 Research Questions

i. What is the awareness of public participation on service delivery at the Nairobi City County Government?

ii. What are the strategies of public participation at the Nairobi City County Government?

iii. What is the level of public participation at the Nairobi City County Government?

iv. What is the relationship between public participation and service delivery at the Nairobi City County Government?

1.5 Justification and Significance of the study

The outcomes of this study will in a significant way contribute in improving public participation awareness in County Governments. The findings of this study will assist policy makers and implementers at both the county and National government in understanding the important role of public participation in the delivery of service. Policy makers and implementers will thus be guided on proper policy formulation and implementation as well as adherence to public
participation. The findings of this study will be of great importance to researchers as it will add to the body of literature on public participation and service delivery at the county government level. The study will be a reference document to researchers and academicians who will benefit from its content and reference for further studies. Other county governments will draw lessons from the findings of this study to improve their public participation efforts.

1.6 Scope and Limitations of the study

The study will focus on the effects of public participation on delivery of services by the Nairobi City County Government. It will focus on the perception of the residence of Nairobi and staff of Nairobi City County Government. The study’s main focus will be on how the Nairobi City County Government has factored public participation in service delivery.

1.6.1 Limitations of the study

The respondents might not cooperate in adhering to set timelines of completing and returning the questionnaires. The researcher will ensure that ample time is given to respondents to fill the questionnaires at their own time. Lack of cooperation from the county staff as this research might be sensitive to their work. The researcher will ensure confidentiality of the respondents.
LITERATURE REVIEW

2.0 Introduction

This chapter will present relevant literature review that is related to this study. The chapter will be organized in accordance with the research objectives.

2.1 Awareness on Public Participation

At the devolved governance level or county government, public participation takes place through public forums which are convened when the public is invited to it through broadcast or print media. The public or citizens cannot exercise this right if they are not aware of its existence or how participation takes place (Gitegi & Iravo, 2016). According to Masango (2002), public awareness is an important matter in devolved governments in as far as promoting public participation. The citizens therefore need to be politically conscious of their public participation responsibility and be equipped with this information to make them aware. Omolo (2010) reiterates that it is not enough for the citizens to be aware of their right and responsibility to public participation because they must also know how and using what channels, they will exercise it. Citizen awareness to public participation is achieved through accessing information of the where, when and how they can participate. The lack of information by the public renders them unable to make decisive steps in their governance thereby opening up devolved governance to corruption, ineptness and inefficiency in service delivery (Transparency International, 2014). Schwarte (2008) argues that citizens are empowered when they are able to access meaningful information. This in turn is essential to them as they are capable of exercising control of a government and its resources. The public finds a voice through public participation as they are able to question, hold governments accountable and dialogue with it to arrive at decisions that offer better services to the public (Kugonza & Mukobi, 2015). According to the World Bank
(2002), it is important for the citizens to be aware of their responsibilities, rights and roles if they are to constructively engage in public participation. Gitegi and Iravo (2016) posit that public awareness can be achieved through civic education and access to information. Cisse, Menon, Nmehielle and Segger (2013) emphasize the need for civic education in public awareness. They argue that it is important in public participation because without such knowledge the people will have no interest in the governance of county governments. According to World Bank (2015), public participation awareness can be strengthened within devolved governments through civic education and outreach, developing a feedback mechanism, capacity building and dissemination of information that is user friendly. World Bank (2015) points out that some counties in Kenya have put up innovative ways of making citizens aware of public participation events such as sharing and receiving information through social media, publishing budgets that are user friendly and holding structured planning and budgeting forums. Despite all this, county governments in Kenya are facing the challenge of engaging disadvantaged communities more so in marginalized areas (World Bank, 2015) and illiteracy (Gitegi & Iravo, 2016). Konrad-Adenauer-Stiftung (2014) argues that the problems facing public participation can be addressed through adopting policies, laws and best practices addressing civic awareness, information access and effective public communication. All these initiatives are geared towards making the public more aware of their right, role and responsibilities in engaging in public participation at the devolved government.

2.2 Strategies Used in Public Participation

World Health Organization (2002) defines public participation as a process by which people are enabled to become actively and genuinely involved in defining the issues of concern to them, in making decisions about factors that affect their lives, in formulating and implementing policies,
in planning, developing and delivering services and in taking action to achieve change. The public therefore becomes a player or stakeholder in the decision making process through public participation. The Nairobi City County Public Participation bill (2015) provides for capacity building and civic education programmes. Public participation according to the bill shall take place in the sub-county, ward and village level. This will take place through public meetings and hearings and through consultative sessions with the locals. The bill outlines means of informing the public. These include through a minimum of two national daily newspaper publications; publishing in the county government website; using radio broadcast; and in any other media such as social media platforms which has a wide reach. According to Moseti (2010), consultations with stakeholders, government contract committees, public watchdog groups, citizen advisory boards and public hearings are some of the tools that county governments can use. She warns though that without commitment from the county government to share information with the public, these public participation sessions will not yield much. In a study conducted by Finch (2015), most counties were found to have embraced the use of social media platforms such as Facebook and Twitter in engaging the public on county policies, laws, projects and service delivery. The county website was another tool used for public participation. ICPAK (2014) report lists use of public hearings, validation forms, stakeholder’s forums and town hall meetings as some of the strategies being used by some counties.

2.3 Level of public participation in service delivery

There exists different levels by which the public can participate in the governance and decision making in devolved governments. This allows the citizens to participate in public engagements with the county governments in the management and implementation of projects and services. Public forums are perhaps the most used approach. According to GRADIF-K (2014), public
participation at the county government level entails including the public in the planning process, decision making and service/ project evaluation for purposes of increasing their influence in equitable distribution of county resources, delivery of services and in enacting citizen friendly policies and programs that affect their daily lives. Kauya (2007) categorizes citizen participation into two categories that is through voice and vote. Citizens can be represented through their elected leaders which empowers them through the vote. Citizen participation through the vote might be limiting since election of local leaders happens once in every five years. The public can also participate on their own by voicing their views. This empowers them to influence the process of implementation, monitoring and evaluation by providing their opinions, concerns and demands hence influencing accountability. According to Azfar, et al., (2004), the vote and voice mechanism optimize citizen participation in decentralized governments.

2.4 Relationship between public participation and service delivery

Public participation in local governance has generally received acceptance in as far as accountability and service delivery is involved. Governments have increasingly adopted citizen participation in governance and delivery of public service so as to better perform. It is opined by Aimee & Ebdon (2002) that it’s not important for all to participate in public participation but for whether all their opinions where included. Stumbraitė-Vilkisiene (2012) argues that public participation is effective if the public are included in the development of public services through their contributions, assessment and their satisfaction met. According to Sirker and Cosic (2007), devolved governments have started recognizing the benefits of involving citizens in governance through their public participation as it makes them accountable to the services being offered. This is because county governments are benefiting through being transparent to the people they
serve as their involvement is considered (Manowong & Ogunlana, 2006). A close relationship is therefore portrayed showing how embracing public participation by devolved governments is leading to service delivery. According to Raipa & Petukiene (2009), public participation has increased the confidence of the citizens that their needs are being met and therefore the services are to their benefit. Bovaird and Down (2008) in their survey stated that better services in the public services can be attributed to the involvement of citizens’. Through this involvement, the citizens get services that comply with their needs because the services are a product of information derived from them hence are of better quality, affordable and more efficient. Azfar, et al., (1999) opines that devolved governments are improving their delivery of services through effective allocation of resources, accountability and reducing cases of corruption and equitable allocation of resources and services. According to Robinson (2007), public participation provides for an efficient way for allocation that satisfy user preference. Accountability is increased and corruption is reduced because of the availed information during public participation.

2.5 Theoretical Framework

The study will make use of Communication Action Theory and Civic Activism Model to put the study into perspective.

2.5.1 Communicative Action Theory

This theory was developed by Jurgen Habermas in 1981. Public participation is often achieved through a decentralized communication process in the county government. This is viewed as a process of dialogue between the citizens and the county officials. This dialogue is thus a communicative action which is geared towards arriving at a mutual understanding in service delivery. Puri and Sahay (2003) argue that Habermas puts emphasis on the need to come up with communicative actions as a way of participating in the process of public dialogue which is based
on conditions and procedures of the communication taking place. According to Mitrovic (1999), the aim of the theory is based on human rationale as a necessary outcome if communication is to be successful. The two key concepts emphasized in the theory are argumentation and the role of culture and language. This theory supports the idea of involving citizens and their organizations more directly in processes of making policies that address their needs and shape their future (Mantysalo, 2005).

2.5.2 Civic Voluntarism Model

The models seek to explain the reason behind the different levels of involvement within the various groupings such as gender, ethnicity, social and economic class. The model is attributed to Verba, Schlozman and Brady (1995). According to them, citizens are influenced to participate in public participation by a motivation and capacity. The model posits that a motivated and capable citizen is more likely to be part of the public participation process if and when an opportunity presents itself. The argument is that public participation is influenced by three factors: resources for participation, political engagement and participation mechanism (Verba, Schlozman & Brady, 1995). The theory revolves around a belief system that some citizens are more able to put their message across than others. According to the theory, citizens with a high social and economic status are more likely to engage in active politics. This includes a higher level of education, higher income, and a higher job status. According to Verba, Schlozman, and Brady (1995), people will not involve themselves in public participation because they can’t, because they don’t want to and because nobody asked. This brings to the front the aspect of resources, engagement and recruitment networks as enhancers to public participation.
2.6 Conceptual framework

The study has identified service delivery as the dependent variable. The independent variables are: level of awareness on public participation, tools and strategies of public participation, effect of public participation and challenges facing public participation. The awareness of public participation will determine service delivery. The strategies used in public participation will enable the delivery of information on service delivery to the county governments. The levels of public participation will determine how the public views are put across hence affecting service delivery. The relationship between public participation and service deliver will also be observed at the county government. The conceptual framework is as shown in figure 1.1.

**Independent Variables**

<table>
<thead>
<tr>
<th>Awareness on public participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Civic education</td>
</tr>
<tr>
<td>• Dissemination of information</td>
</tr>
<tr>
<td>• Training</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Strategies used in public participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Indirect</td>
</tr>
<tr>
<td>• Direct</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Levels of public participation</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Elected leaders (vote)</td>
</tr>
<tr>
<td>• Self (voice)</td>
</tr>
<tr>
<td>• NGO’s</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relationship between public participation &amp; service delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Accountability</td>
</tr>
<tr>
<td>• Transparency</td>
</tr>
<tr>
<td>• Resource allocation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dependent Variable</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Service delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Access to service</td>
</tr>
<tr>
<td>• Quality services</td>
</tr>
<tr>
<td>• Satisfaction</td>
</tr>
</tbody>
</table>

**Figure 1.1: Conceptual Framework**

**Source:** Researcher, 2017
RESEARCH METHODOLOGY

3.1 Introduction

The methodology to be adopted in the study will be discussed in this chapter. It will follow the research objectives as stipulated in this study. The key areas to be captured in this chapter are: the research design, research area/ locale, target population, sampling technique, sample size, research instrument(s), data quality strategies, data collection procedure, data analysis & ethical considerations.

3.2 Research Design

Creswell (2009) considers a research design to be made up of procedures and plans that assist in explaining a decision from the point of view of an assumption to steps followed in collection of data and its final analysis. Creswell (2014) further asserts that a research design is composed of inquiries that adopt either a qualitative, quantitative or mixed approaches for guiding the direction of the research.

This study will adopt descriptive research design. Descriptive research design will be used because it is a realistic description of the existing phenomena and therefore making it capable of generalizing facts. Kombo and Tromp (2006) opine that a descriptive study is not a mere fact finding mission but also may result in solving a problem based on the conception of valuable insights.

3.3 Research locale

The study will be conducted in Nairobi County. The Nairobi City County is the capital city of Kenya. The county comprises of 17 constituencies, each subdivided into 5 wards making it a total of 85 wards.
The constituencies within Nairobi City County are: Westlands, Dagoretti North, Dagoretti South, Langata, Kibra, Roysambu, Kasarani, Ruaraka, Embakasi South, Embakasi North, Embakasi Central, Embakasi East, Embakasi West, Makadara, Kamukunji, Starehe and Mathare.

3.4 Target population

Population is defined by Nachmias and Nachmias (1996) as the total of all cases that comply with some assigned conditions. According to Powell and Connaway (2004), population is the total number of units from which data can be collected, such as individuals, artifacts, events or organizations.

The study will target 4 constituencies in Nairobi County namely Westlands (239,582), Embakasi South (272,466), Kasarani (269,606) and Dagoreti North (248,841). The sampling frame was the Nairobi County integrated development plan which showed the population distribution and density by constituency. The four constituencies will be chosen considering the cost of sampling, the spread of the population and the practicality of collecting data.

The study will consider Kenyans who reside in Nairobi City County and Nairobi City County Government officials who are tasked with designing and implementing public participation policies.

3.5 Sampling techniques and sampling size

3.5.1 Sampling Techniques

Kombo and Tromp (2006) describes a sampling technique as a process of choosing certain individuals or objects within a population as a means of representing the attributes of the entire group.

The study will make use of stratified random sampling. According to Kombo and Tromp (2006), proportionate sampling divides the population into homogeneous subgroups and then takes a
simple random sample in each subgroup. The Citizens of Nairobi City County will be stratified to form the stratus as follows: ward representatives, market traders, boda boda operators and locals. The technique is easy to operate: checking of data can be done quickly and is more efficient than random sampling (Daniel, 2006). Purposive sampling will be used to select Nairobi City County Government officials who are directly involved in public participation activities.

3.5.2 Sample Size

Mugenda and Mugenda (1999) describe a sample as any number of cases less than the total number of cases in the population from which it is drawn. Cohen, Manion and Morrison, (2011) argue that on the representativeness of the sample, there is need to consider the extent to which it is important that the sample in fact represents the whole population in question, if it is to be a valid sample.

According to Israel (1992), in addition to the purpose of the study and population size, three criteria need to be specified to determine the appropriate sample size: the level of precision, the level of confidence or risk and the degree of variability in the attributes being measured. The study will make use of Slovin’s formula to calculate the sample size for the population under study. A population sample of 400 will be used for the study. This will comprise 380 ordinary citizens and 20 Nairobi City County Government staff representing each ward in the 4 constituencies.

\[ n = \frac{N}{1 + N \times e^2} \]

Where:

- \( n \) = sample
- \( N \) = total population
- \( e \) = margin of error
n=1030495/ (1+1030495 * 0.05^2)
n=399.84
n=400

**Table 3.1: Stratum Sample Size**

<table>
<thead>
<tr>
<th>Constituency</th>
<th>Population</th>
<th>Stratum Sample Size</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Westlands</td>
<td>239582</td>
<td>93</td>
<td>23.2</td>
</tr>
<tr>
<td>Embakasi South</td>
<td>272466</td>
<td>105</td>
<td>26.4</td>
</tr>
<tr>
<td>Kasarani</td>
<td>269606</td>
<td>105</td>
<td>26.2</td>
</tr>
<tr>
<td>Dagoretti North</td>
<td>248841</td>
<td>97</td>
<td>24.2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1030945</strong></td>
<td><strong>400</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Source: Field data, 2017.

### 3.6 Research instruments

The study will make use of two different sets of questionnaires; a set for the citizens of Nairobi City County and a set for the Nairobi City County Government officials.

#### 3.6.1 Questionnaires

The researcher will develop two different sets of questionnaires for purposes of collecting data from the Citizens of Nairobi City County and Nairobi City County Government officials. Questionnaires will be used because of their ease of administration; capability of providing responses that are comprehensive and thorough; they are an affordable way of sourcing information from a fairly large population (Mugenda & Mugenda, 1999). The questions in the questionnaires will be based on the objectives of the study. The questionnaire will guide the respondents in answering pertinent areas of importance to the study.
3.7 Data quality strategies

3.7.1 Pilot Study

The researcher will conduct a pilot study within Nairobi City County Government. This will include seeking views from 2 Nairobi City County officials and 5 citizens of Nairobi City County. The pilot study will assist in calibrating the questionnaires. The pilot study will determine if the questionnaires are in a position to collect the required relevant data or changes should be made on the areas that don’t.

3.7.2 Validity

Cohen, Manion and Morrison, (2011) describe validity as the degree by which a sample test items represent the content the test is designated to measure. Mugenda and Mugenda (1999) asserts that validity can be measured through the use of an expert or professional in that field. The researcher will ensure validity of the research instrument by seeking the opinion of experts and investing on the supervisor’s comments and corrections on the suitability of the questions and structure of the research tools. This will assist improving content validity of data to be collected by ensuring the research tool is revised and modified to meet standards.

3.7.3 Reliability

Cohen, Manion and Morrison (2011) describe reliability to be synonymous with dependability, consistency and replicability over time, instrument and over groups of respondents. Reliability is concern with consistency and accuracy. Research is considered reliable if when carried out on a similar group of respondents in a similar context, then similar results would be found. This means the research is replicable. To ensure reliability in this study, the researcher will conduct a pretest on the research instrument. The pretest will be conducted during the pilot study.
3.8 Data collection procedure

3.8.1 Questionnaires

The researcher will operationalize the questionnaire by transmitting the variables as questions as appropriate indicators for collecting relevant data. Distribution of the questionnaires will be a process of handing them over to respondents to be answered. The researcher will make use of a research assistant who will help in the distribution of the questionnaires to the respondents. The questionnaires will be distributed randomly to respondents within the different Wards that make up the constituencies under study. The identified Nairobi City County Government officials will also be handed their questionnaires.

The researcher will also make use of an introductory letter which will instruct the respondents to carefully read the questions before answering accordingly. The questionnaires will be filled as the researcher/research assistant wait to collect them.

3.9 Data analysis

The questionnaires will collect both quantitative and qualitative data. The quantitative data will be collected from rating scales and closed question within the questionnaires. Data will be collected and cleansed in order to determine partial, erroneous and or irrational data. Quality of data will then be developed through corrections of detected errors and or omissions. Quantitative data derived from the demographic section and other closed questions will be analyzed using statistical software (Statistics Package for the Social Science – SPSS). This will assist in further analysis and tabulation of the data. The qualitative data will involve manual analysis to establish pattern, similarities and differences in the responses. Qualitative data will be analyzed using descriptive, cross tabulation and referential statistics. It will then be organized according to the study objectives and categorized after scrutiny of the content. The analyzed data
will be generated through tables, graphs and percentages. Findings will be given leading to discussions, recommendations and finally suggestions.

3.10 Ethical considerations

Prior to collecting data, the researcher will seek an authorization letter from the National Commission for Science, Technology and Innovation (NACOSTI) for purposes of fulfilling the requirements set by the Ministry of Science and Technology concerning conducting research in Kenya. Permission will also be sought from the Nairobi City County Government. The researcher will collect data from persons of 18 years and above. Their consent will be sought and they will be made aware of the purpose of the study. The researcher will also adhere to set ethical guidelines such providing a brief introduction of the research, ensuring confidentiality to information and respondent, principle of voluntary participation and using the research for the intended purpose.
REFERENCES


Stumbraitė-Vilkišienė, E. (2012). *Citizen Participation in the Local Public Service Provision and Quality Improvement*. Moscow: UMDCIPE.


APPENDICES

APPENDIX I: QUESTIONNAIRE FOR NAIROBI CITY COUNTY RESIDENTS

Dear Respondent,

I am a Masters Student in the Department of Public Policy and Administration at Kenyatta University. I am currently conducting a research on the *effects of public participation on delivery of services by County Government in Kenya: A case of Nairobi City County.*

I am hereby requesting for your assistance in completing the attached questionnaire, which will provide necessary information required for this study. The information will be treated with confidentiality and it will be beneficial to the researcher as well as the Nairobi City County Government.

Your cooperation will be highly appreciated. Thanking you in advance.

For further information you may contact me at:

Susan Onanga  
Tel: 0724363321  
Email: suzan.onanga@gmail.com
SECTION A: BIO DATA (tick as applicable)

1. Gender: 1.) Male [ ] 2.) Female [ ]

2. What is your age bracket
   18-25 years [ ]
   26-33 years [ ]
   34-41 years [ ]
   Over 42 years [ ]

3. Which Ward do you reside in?
   ........................................................................................................

4. State your highest level of education.
   O’ levels [ ] A’ levels [ ] Diploma [ ]
   Certificate [ ] Bachelors [ ] Degree [ ]

SECTION B: EXAMINE THE AWARENESS ON PUBLIC PARTICIPATION

5. Do you know what public participation is?
   Yes [ ] No [ ]

6. How did you know about public participation at county level?
   Public participation Bill [ ]
   Civil society [ ]
   Social media [ ]
   Elected leaders [ ]
   Fellow resident [ ]
   State if any other: .....................................................................................

7. Have you participated in any public participation function?
   Yes [ ] No [ ]

8. Which of the following events are organized by Nairobi City County government?
   Public forums [ ] Town hall meetings [ ] Civic education [ ]

9. Is the county government making enough effort to create aware on public participation?
   Not at all [ ] To a small extent [ ] To some extent [ ]
   To a moderate extent [ ] To a great extent [ ]
   To a very great extent [ ]
SECTION C: THE STRATEGIES OF PUBLIC PARTICIPATION

10. To what extent do you agree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree 1</th>
<th>Disagree 2</th>
<th>Not sure 3</th>
<th>Agree 4</th>
<th>Strongly Agree 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nairobi County informs residence about public participation on social media.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The website for Nairobi County has available information on public participation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nairobi county government puts up public participation adverts on local media (radio, TV, newspapers).</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Local elected leaders are always spreading the word about public participation events.</td>
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<td></td>
</tr>
</tbody>
</table>

11. What do you think about the different types of public participation processes?

- Public forums:  
  - Good [ ]  
  - Fair [ ]  
  - Poor [ ]

- Validation forms:  
  - Good [ ]  
  - Fair [ ]  
  - Poor [ ]

- Town hall meetings:  
  - Good [ ]  
  - Fair [ ]  
  - Poor [ ]

12. To what extent do you agree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree 1</th>
<th>Disagree 2</th>
<th>Not sure 3</th>
<th>Agree 4</th>
<th>Strongly Agree 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you think public forums as a tool of public participation have had a positive effect on service delivery in Nairobi City County?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you think validation forms as a tool of public participation have had a positive effect on service delivery in Nairobi City County?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you think town hall meetings as a tool of public participation have had a positive effect on service delivery in Nairobi City County?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SECTION D: LEVELS OF PUBLIC PARTICIPATION

13. In which way can you take part in public participation?
   Elected official [ ] Through self [ ] Through civil societies [ ]

14. Do you feel your elected officials are adequately representing your interest in public participation forums?
   Strongly disagree [ ] Disagree [ ] Neutral [ ]
   Strongly agree [ ] Agree [ ]

15. Are you capable of adequately representing yourself in public participation forums?
   Yes [ ] No [ ]

16. To what extent is the civil society involved in public participation at the county?
   Not at all [ ] To a small extent [ ] To some extent [ ]
   To a moderate extent [ ] To a great extent [ ]
   To a very great extent [ ]

SECTION E: RELATIONSHIP BETWEEN PUBLIC PARTICIPATION & SERVICE DELIVERY

17. To what extent do you think your views influence service delivery at the county?
   Not at all [ ] To a small extent [ ] To some extent [ ]
   To a moderate extent [ ] To a great extent [ ]
   To a very great extent [ ]

18. To what extent do you agree with the following statements?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree 1</th>
<th>Disagree 2</th>
<th>Not sure 3</th>
<th>Agree 4</th>
<th>Strongly Agree 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public participation has led to more accountability.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public participation has influenced transparency</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Governance at the county has improved because of public participation.</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public participation has resulted to public satisfaction of services.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The county government has improved resource allocation courtesy of public participation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Thank You!
Dear Respondent,

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I am hereby requesting for your assistance in completing the attached questionnaire, which will provide necessary information required for this study. The information will be treated with confidentiality and it will be beneficial to the researcher as well as the Nairobi City County Government.

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Tel: 0724363321
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2. What is your age bracket
18-25 years [ ]  
26-33 years [ ]  
34-41 years [ ]  
Over 42 years [ ]  

3. Which Ward do you reside in?  

.................................................................

4. State your highest level of education.  
O’ levels [ ]  A’ levels [ ]  Diploma [ ]  
Certificate [ ]  Bachelors [ ]  Degree [ ]

5. How long have you worked with the County Government of Nairobi?  
Less than 1 year [ ]  
1-5 years [ ]  
6-10 years [ ]  
11-15 years [ ]  
16-20 years [ ]  
Over 20 years [ ]

SECTION B: EXAMINE THE AWARENESS ON PUBLIC PARTICIPATION

6. Does the County Government conduct civic education on public participation?  
Yes [ ]  No [ ]

7. Does the County Government take part in capacitating residence of Nairobi?  
To a Great Extent [ ]  Somewhat [ ]  Very Little [ ]  Not at All [ ]

8. Is the County Government putting in sufficient effort to create awareness on public participation?  
To a Great Extent [ ]  Somewhat [ ]  Very Little [ ]  Not at All [ ]

9. To what extent do you agree with the following statement

<table>
<thead>
<tr>
<th>Strongly Disagree 1</th>
<th>Disagree 2</th>
<th>Not sure 3</th>
<th>Agree 4</th>
<th>Strongly Agree 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>The County Government provides</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
adequate information during public participation.

The county government makes residents aware of public participation events through the local media (radio, TV and Newspaper).

The Public participation program is published on the county website.

Notices on public participation are posted in public places.

SECTION C: THE STRATEGIES OF PUBLIC PARTICIPATION

10. Does the County Government of Nairobi have adequate strategies in place to ensure public participation?
   Yes [ ]       Maybe [ ]       No [ ]

11. What strategies has the County Government put in place concerning public participation?
   Public forums [ ]       Public hall meetings [ ]       Social media interaction [ ]
   Ward committee [ ]       Civil society engagements [ ]
   State if any other: ………………………………………………………………………………………………………

12. To what extent do you agree with the following statement

<table>
<thead>
<tr>
<th>Strongly Disagree 1</th>
<th>Disagree 2</th>
<th>Not sure 3</th>
<th>Agree 4</th>
<th>Strongly Agree 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>The County government considers emailed views as a form of public participation.</td>
<td></td>
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<tr>
<td>The opinions and views of Ward representatives can be considered as a form of public participation.</td>
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</tr>
<tr>
<td>The public participation strategies in place are sufficient.</td>
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</tr>
<tr>
<td>More tools and strategies on public participation need to be initiated.</td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

SECTION D: LEVELS OF PUBLIC PARTICIPATION

13. In which way can the public take part in public participation?
   Elected official [ ]       Through self [ ]       Through civil societies [ ]

14. Are elected officials adequately representing citizen’s interest in public participation forums?

32
15. Are members of the public capable of adequately representing themselves in public participation forums?
   Yes [ ]   No [ ]

16. To what extent is the civil society involved in public participation at the county?
   Not at all [ ]   To a small extent [ ]   To some extent [ ]
   To a moderate extent [ ]   To a great extent [ ]
   To a very great extent [ ]

SECTION E: RELATIONSHIP BETWEEN PUBLIC PARTICIPATION AND SERVICE DELIVERY

17. Does the County Government take public participation seriously?
   Yes [ ]   Maybe [ ]   No [ ]

18. Are views given during participation considered when developing services at the County Government?
   To a Great Extent [ ]   Somewhat [ ]   Very Little [ ]   Not at All [ ]

19. To what extent do you agree with the following statement

<table>
<thead>
<tr>
<th>Strongly Disagree 1</th>
<th>Disagree 2</th>
<th>Not sure 3</th>
<th>Agree 4</th>
<th>Strongly Agree 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public participation has influenced development of policies at the County Government.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service delivery has improved because of public participation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The County Government is developing services specifically tailored to residents courtesy of public participation.</td>
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<td></td>
</tr>
<tr>
<td>The County Government has gained more information of the services offered based on public participation.</td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Thank You!
APPENDIX III: TENTATIVE CHAPTERIZATION

The research proposal will be composed of three chapters. The first chapter will be the introduction. It will highlight the background information of the study, the problem statement, the objectives and related research questions, justification and significance, scope and limitations of the study. The second chapter will be the literature review. This chapter will entail the review of relevant literature from previous similar/related research studies, the conceptual and theoretical framework. The third chapter will be the research methodology. The chapter will entail the research design, the study locale, target population, sampling techniques and sample size, research instrument (questionnaires), data quality strategies, data collection procedure, data analysis and ethical considerations.
## APPENDIX IV: THE BUDGET FOR THE STUDY

<table>
<thead>
<tr>
<th>S/N</th>
<th>ITEM DESCRIPTION</th>
<th>UNIT COST (KSH)</th>
<th>TOTAL COST (KSH)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>PRINTING PAPERS 10 RIMS X 500</td>
<td>5000</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>BIRO PENS 1 PACKET X 200</td>
<td>200</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>WHITE OUT 1 SMALL BOTTLE X 150</td>
<td>150</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>ENVELOPES 4 DOZEN A4 SIZE X 120</td>
<td>480</td>
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<tr>
<td>5.</td>
<td>COST OF TRANSPORTATION AND AIRTIME</td>
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<td>6.</td>
<td>MISCELLANEOUS</td>
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<td></td>
<td>TOTAL</td>
<td>28,830</td>
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</table>
APPENDIX V: THE STUDY’S TIMELINE

<table>
<thead>
<tr>
<th>TASK</th>
<th>OCT, 2017</th>
<th>FEB, 2018</th>
<th>MAR, 2018</th>
<th>APR, 2018</th>
<th>MAY, 2018</th>
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<td></td>
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<tr>
<td>SUBMITTING CONCEPT PAPER</td>
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<tr>
<td>PROPOSAL WRITING</td>
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<tr>
<td>QUESTIONNAIRE PREPARATION</td>
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<tr>
<td>DATA COLLECTION</td>
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<tr>
<td>DATA PRESENTATION</td>
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<tr>
<td>RESEARCH FINDINGS</td>
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<td>DRAFT PRESENTATION</td>
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<tr>
<td>SUBMISSION OF FINAL REPORT</td>
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