The civil service has a critical role to play in the socio-economic development of Kenya. It is responsible for the implementation of policies and programmes which aim to improve the well-being of Kenyans. It is the machinery through which the Government translates basic policy objectives into workable programmes for the benefit of society. A more efficient Civil Services is, therefore, key to the country's growth and development, the performance of the Civil Services has been declining which, in effect, has affected the performance of the private sector.

The study has established that the decline in the performance has been caused by lack of structuring the government on the basis of its core functions. This has led to poor deployment of resources which has resulted in inefficiencies in service delivery. The study has also established that higher budgetary allocations or personnel emolument against operations and maintenance has affected the provision of working tools and hence the productivity of the civil servants.

It has further been established that the single most important demotivating factor in the Civil Services is the level of remuneration in the service which does not compensate the civil service is the level of remuneration in the Service which does not compensate the civil servants for the cost of living adequately. Ministries do not set work objectives and targets; hence performance evaluation is basically subjective. Such performance evaluations do not facilitate the identification of employee's talents and weaknesses and therefore, do not assist in human resource development for better performance. It has, in addition, been established that deployment for better performance. It has, in addition, been established that deployment in the Civil Service is properly done except for a few cases. The schemes of service in force do not provide for effective motivation of staff by recognizing and rewarding the best performs. All these factors have altogether, contributed to the present low state of performance in the Civil Service.