

The researcher sought to establish the effects of public sector reforms on service delivery in the civil service; a case study of probation and aftercare services department. Specifically the study sought to investigate how the strategic plan, performance contracting, the customer service charter and results based management approach influence service delivery in the department. Service delivery is a great concern to the government of Kenya and more so to the end users hence, part of the requirement for wider economic recovery strategy (ERS) in the public sector reform programme (PSRP). This research study will be of importance to the government of Kenya, probation department, stakeholders in the correctional services within the community, and to scholars and researchers who may need such data for empirical review in further studies. The scope of the study was confined to the Upper region of Eastern province with a target population of 40 probation officers and 10 beneficiaries of the department's services, categorized as the control group (Offenders, relatives to offenders, victims and community members). Data was obtained through the use of questionnaires which were self administered to the probation officers while interviews were conducted to gather information from the beneficiaries because a majority of the department's beneficiaries are either semi literate or illiterate. Owing to the small sample size of the target population, no sampling technique was used. The data collected was analyzed using frequency distribution tables and percentages from which conclusions about the key variables were drawn. Descriptive analysis was used to expound on the data collected. The research established that there is a positive relationship between public sector reforms and service delivery. As the findings indicated that, as a result of the introduction of PSRs by the government, service delivery is more customer centered and results oriented. Consequently, we have prompt service delivery and reduced customer complaints translating to efficiency and effectiveness in the delivery of services. In spite of the significant impact that PSRs have had on service delivery in the department, the findings revealed that there is need for the department to boost the human resource capacity through regular trainings and provide adequate resources for the successful implementation of the PSRs.