

Public sector reforms have become a common phenomenon around the globe, especially in developing countries. These have become the way of responding to the needs of the taxpayers. One of the key priorities of the Kenya Government is to implement and institutionalize public sector reforms that would lead to an efficient, effective and ethical delivery of services to the citizens. One of the main elements in Public Management is improving service delivery and emphasizing the citizen as customer. The development of a customer or a user focus in the public sector in order to achieve a more responsive bureaucracy has become an emerging concern in many countries, and indeed the provision of public goods and services has invariably become a critical issue in current reform efforts. The main objective of the study was to establish the relationship between provincial administration reforms and service delivery: a case of Yatta District. The specific objectives of the study were to assess relationship between technology and service delivery within Yatta District; to investigate the effects of employee training on service delivery within Yatta District; to establish the effect of performance contracting on service delivery within Yatta district; and to determine the effects of motivation on service delivery within Yatta district. The study used descriptive research design. The target population was 415; however a sample of 125 was selected using stratified proportionate random sampling technique. The researcher used both primary and secondary data. Primary data was collected using questionnaires. Secondary data was obtained from reports and archives. Data collection involved a self-administered questionnaire through drop and picks them later. Descriptive analysis was applied which included mean, frequencies and percentages using assistance of computer packages especially Statistical Package for Social Sciences (SPSS) version 17 to communicate research findings. The study found out that Provincial Administration offices have embraced leT and that leT affects service delivery to a great extent. Further, the study revealed that Administration of deceased estate, conflict resolution, accounting and supplies has been improved and that customer care is moderate due to the reforms. Moreover, the study establish that training has greatly changed service delivery level to the public and that most employees have not been trained on accounts, supplies, customer care, public relations and conflict resolutions. Performance contracting has improved service delivery due to improved communication and enhanced team work. The study findings also indicate that there is criteria of recognition of hard working employees through promotions, day offs and allowances in provincial administration. The study recommends that provincial administration should embrace new technology to enhance service delivery. The ministry should provide service training to help people to have positive attitude and to deliver timely and accurate services. There should be clear defined objectives which will help employees to focus on specific tasks. This will also assist to monitor and assess how employees are performing.