

**SOCIO-CULTURAL IMPEDIMENTS TO PROVISION OF INFORMATION
SERVICES AND RESOURCES IN SPECIAL LIBRARIES: CASE OF SIAYA
AND KERICHO COUNTY ASSEMBLIES, KENYA.**

REGINA ADHIAMBO OCHIENG

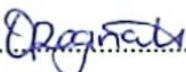
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**A RESEARCH PROJECT SUBMITTED IN FULFILMENT OF THE
REQUIREMENTS FOR THE AWARD OF THE DEGREE OF MASTER OF
LIBRARY AND INFORMATION SCIENCE OF KENYATTA UNIVERSITY.**

JUNE, 2023

DECLARATION

I declare that this project is my original work and has not been presented in any other university/institution for consideration. This research project has been complemented by referenced sources duly acknowledged. Where text, data (including spoken words), graphics, pictures or tables have been borrowed from other sources, including the internet, they have specifically been accredited and references cited in accordance with anti-plagiarism regulations.

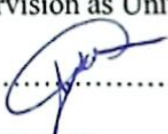
Signature:  Date: 2/6/2023

OCHIENG REGINA ADHIAMBO

E65/OL/KSU/26108 /2015

Supervisor's declaration

I confirm that the work reported in this project was carried out by the candidate under my supervision as University Supervisor.

Signature:  Date: 02/05/2023

DR. GRACE KIMANI

Department of Library and Information Science

School of Education

Kenyatta University

DEDICATION

This study is dedicated to my loving husband with whose moral and financial support I have managed to further my education to this level. May the Almighty God abundantly bless him!

ACKNOWLEDGEMENTS

This study could not have been a success without the help and guidance of some people whom I wish to acknowledge. I wish to sincerely thank all of them. My special thanks and gratitude goes first to my Supervisor Dr. Grace Kimani who has tirelessly journeyed with me and given me direction from the beginning to the end of this study. I also wish to thank my boss Madam Janet Nankui who always advised, encouraged and created ample time to me so that I complete the studies. I cannot forget my dear Mum whose prayers and well wishes have kept me going up to this stage .May God continue granting them bountiful blessings.

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ABSTRACT

Information is very critical for economic, social and political development of an individual, organisation or society as a whole. Provision of current, accurate and authoritative information to users cannot be overemphasized. Consequently, the Kenyan government and other non-governmental bodies have invested in various types of libraries. Likewise, devolution according to the Constitution of Kenya 2010 brought the idea of launching Special libraries in the County Assemblies so as to acquire, organize and disseminate information to staff. However, investment in these libraries could be a waste if they are not properly utilized. Challenges faced by libraries could be many but inadequate attention has been given to socio-cultural impediments yet there could be a possibility of these also affecting their performance. The study sought to establish how socio-cultural impediments affect provision of information services and resources in Siaya and Kericho County Assembly Libraries. The following objectives guided the study: to determine the availability of relevant resources and services in the two libraries, to examine the effect of social impediments in provision of information resources and services, to explore the effect of cultural impediments to provision of information and to establish the infrastructural challenges librarians face in their efforts to provide information to the users. Siaya and Kericho county assembly libraries were both hosted in the respective county assembly premises and towns. Piloting of study was done in Kisumu County Assembly since it shared the same characteristics as Siaya and Kericho County Assemblies. The study was guided by Disconfirmation theory. Siaya and Kericho Assembly libraries were used for the study because both fall in counties which have a wide diverse ethnic population, making them potential hotspots for cultural variations that may impact the provision of information services and resources. Questionnaires were used to collect data from a sample size of 162 respondents who consisted of county assembly librarians and other county assembly staff who were the users of the library. Quantitative data was gathered, analysed and summarised using Statistical Package for Social Sciences version 27 of 2021 was used. Data was presented using pie charts, tables and graphs. County Assembly management, the librarians, policy makers and researchers are the beneficiaries of the findings of this study. The study found out that lack of involvement of librarians in policy making, organizational politics, inadequate budget allocation, and inadequate consideration of socio-cultural aspects in provision of resources and services were the impediments which seriously affected the provision of information in the libraries. The study recommends constant pushing for funds and outsourcing from donors, involvement of librarians in policy making by County Assembly Management, desisting from organizational politics and being aware of socio-cultural issues when providing services to users.