

**CIVIL SOCIETY BUDGETARY CONTROLS AND SERVICE DELIVERY IN
BUNGOMA COUNTY, KENYA**

YAMBI STEPHEN KIPYEGO

C153/0L/KSU/27968/2019

**A RESEARCH PROJECT SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENTS FOR THE AWARD OF THE DEGREE OF MASTER OF ARTS
IN PUBLIC POLICY AND ADMINISTRATION IN THE SCHOOL OF
HUMANITIES AND SOCIAL SCIENCES OF KENYATTA UNIVERSITY**

NOVEMBER, 2025

DECLARATION

This project is my original work and has not been presented for a degree in any other University.

Signature Date

Name: Yambi Stephen Kipyego

C153/0L/KSU/27968/2019

This project has been submitted for review with our approval as University Supervisor.

Signature..... Date

Dr. Wilson Muna

Department of Public Policy and Administration

Kenyatta University

DEDICATION

I dedicate this project to my family, Connie, Mark-Brian, Mark-Oliver, Darel, my mother Beatrice, my siblings and my uncle Joseph for their prayers and support.

ACKNOWLEDGEMENT

I wish to register my profound gratitude to my university supervisor Dr. Wilson Muna from the Department of Public Policy and Administration who provided the much-required inspirational guidance, scholarly support, constructive suggestions and positive criticism throughout this study. Appreciation also goes to Dr. Weldon Ngéno and Ms. Marie Gathoni for their readiness and availability to consultations and the entire faculty membership at the department of Public Policy and Administration for their support throughout the course of this study. Special thanks go to Mr. Felix Kiptoch of USIU for his constant peer review of my work.

I thank all county departments in Bungoma, Committee of Budget and Appropriation in the County Assembly of Bungoma and the Civil Society for appreciating and welcoming the call to be worthy respondents for this study. I am forever grateful to my uncle Mr. Joseph Ngoret and my family for their constant and sustained push and motivation.

TABLE OF CONTENTS

| | |
|--|-------------|
| DECLARATION | ii |
| DEDICATION | iii |
| ACKNOWLEDGEMENT | iv |
| TABLE OF CONTENTS | v |
| LIST OF FIGURES | ix |
| LIST OF TABLES | x |
| LIST OF ABBREVIATIONS AND ACRONYMS | xi |
| DEFINITION OF OPERATIONAL TERMS | xiii |
| CHAPTER ONE | 1 |
| INTRODUCTION | 1 |
| 1.1: Background of the Study..... | 1 |
| 1.2: Statement of the Problem..... | 6 |
| 1.3: Specific Objectives..... | 7 |
| 1.4: Research Questions. | 8 |
| 1.5: Justification and Significance of the Study | 8 |
| 1.6: Scope of the Study | 9 |
| 1.7: Limitations of the Study..... | 10 |
| CHAPTER TWO | 12 |
| LITERATURE REVIEW | 12 |
| 2.1: Introduction | 12 |
| 2.2: Empirical Review..... | 12 |
| 2.2.1: Service Delivery | 12 |
| 2.2.2: Budgetary Control | 16 |
| 2.2.3: Budget monitoring..... | 18 |

| | |
|--|-----------|
| 2.2.4: Civil Society petitions | 21 |
| 2.2.5: Civil Society Consultative Forums..... | 25 |
| 2.3: Theoretical Review | 28 |
| 2.3.1: The budget Theory..... | 28 |
| CHAPTER THREE | 38 |
| RESEARCH METHODOLOGY | 38 |
| 3.1: Introduction | 38 |
| 3.2: Research Design..... | 38 |
| 3.3: Study Variables..... | 38 |
| 3.4: Area of the Study..... | 39 |
| 3.5: Population and Sampling design..... | 40 |
| 3.5.1: Target Population..... | 40 |
| 3.5.2: Sampling Techniques..... | 41 |
| 3.5.3: Sample Size | 41 |
| 3.5.4: Sampling Frame..... | 41 |
| 3.6: Research Instruments | 43 |
| 3.7: Pilot Study | 44 |
| 3.8: Data reliability and validity..... | 44 |
| 3.8.1: Reliability | 44 |
| 3.8.2: Validity | 45 |
| 3.9: Data Collection..... | 45 |
| 3.10: Data Analysis Methods | 45 |
| 3.11: Logistical and Ethical Considerations..... | 46 |
| CHAPTER FOUR..... | 47 |
| DATA ANALYSIS, PRESENTATION AND DISCUSSIONS | 47 |

| | |
|--|-----------|
| 4.1 Introduction | 47 |
| 4.2 Response Rate | 47 |
| 4.3 Demographics..... | 48 |
| 4.3.1 Gender | 48 |
| 4.3.2. Age..... | 49 |
| 4.3.3. Level of Education..... | 51 |
| 4.3.4 Number of fiscal years participated..... | 52 |
| 4.3.5 Mode of participation | 54 |
| 4.4 Validity Test of Research Instruments..... | 55 |
| 4.5 Descriptive Statistics..... | 55 |
| 4.5.1 Civil Society Budget Monitoring and Service Delivery in Bungoma County . | 56 |
| 4.5.2 Civil Society Petitions and Service Delivery in Bungoma County | 63 |
| 4.5.3 Civil Society Consultative Forums and Service Delivery in Bungoma County | 67 |
| 4.6: Inferential Statistics..... | 72 |
| 4.6.1 Correlation Analysis | 72 |
| 4.6.2 Regression Model Summary | 75 |
| 4.6.3 ANOVA for Linear Regression..... | 77 |
| 4.6.4 Regression Coefficients | 78 |
| CHAPTER FIVE | 86 |
| SUMMARY, DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS..... | 86 |
| 5.1 Introduction | 86 |
| 5.2 Summary of Findings | 86 |
| 5.2.1 Civil Society Budget Monitoring on Service Delivery | 86 |
| 5.2.2 Civil Society Petitions and Service Delivery..... | 87 |
| 5.2.3 Civil Society Consultative Forums and Service Delivery. | 88 |

| | |
|---|------------|
| 5.3 Conclusion..... | 89 |
| 5.4 Contributions of the Study to the Existing Body of Knowledge..... | 90 |
| 5.5 Recommendations for Policy and Practice..... | 90 |
| 5.6 Recommendations for Further Studies..... | 91 |
| REFERENCES..... | 93 |
| APPENDICES..... | 105 |
| Appendix I: Questionnaire | 105 |
| Appendix II: Staff of the County Government of Bungoma involved in Budgeting processes..... | 112 |
| Appendix III: Bungoma County Civil Society Organizations (CSOs) Profile | 113 |
| Appendix IV: Map showing position of Bungoma county in Kenya..... | 123 |
| Appendix V: Bungoma County Administrative and Political Units..... | 124 |
| Appendix VI: Research Approval by Graduate School | 125 |
| Appendix VII: Research Authorization by Graduate School | 126 |
| Appendix VIII: Research Authorization by NACOSTI | 127 |

LIST OF FIGURES

| | |
|---|----|
| Figure 2.1 Conceptual framework | 37 |
| Figure 4.1 Gender | 48 |
| Figure 4.2 Age..... | 50 |
| Figure 4.3 Level of Education | 51 |
| Figure 4.4 Number of fiscal years participated..... | 53 |
| Figure 4.5 Mode of participation | 54 |

LIST OF TABLES

| | |
|--|----|
| Table 2.1 Summary of Empirical Literature and Research Gaps..... | 30 |
| Table 3.1 Variable description..... | 39 |
| Table 3.2 Target population..... | 40 |
| Table 3. 3 Sampling frame | 42 |
| Table 4.1 Response Rates | 47 |
| Table 4.2 Budget Monitoring..... | 62 |
| Table 4.3 Petitions..... | 67 |
| Table 4.4 Consultative Forums | 68 |
| Table 4.5 Correlation Analysis; Budget Monitoring and Service Delivery | 73 |
| Table 4.6 Correlation Analysis between Petitions and Service Delivery..... | 74 |
| Table 4.7 Correlation Analysis between Consultative Forums and Service Delivery | 74 |
| Table 4.8 Model Summary for Linear Relationship Between Budget Monitoring and Service Delivery..... | 75 |
| Table 4.9 Model Summary for Linear Relationship Between Petitions and Service Delivery..... | 76 |
| Table 4.10 Model Summary for Linear Relationship Between Consultative Forums and Service Delivery..... | 76 |
| Table 4.11 ANOVA for Linear Regression Between Budget Monitoring and Service Delivery..... | 77 |
| Table 4.12 ANOVA for Linear Regression Between Petitions and Service Delivery..... | 78 |
| Table 4.13 ANOVA for Linear Regression Between Consultative Forums and Service Delivery..... | 78 |
| Table 4.14 Regression coefficients for Linear Relationship Between Budget Monitoring and Service Delivery..... | 79 |
| Table 4.15 Regression coefficients for Linear Relationship Between Petitions and Service Delivery..... | 81 |
| Table 4.16 Regression coefficients for Linear Relationship Between Consultative Forums and Service Delivery..... | 83 |

LIST OF ABBREVIATIONS AND ACRONYMS

CBEF - County Budget and Economic Forum

CFSP - County Fiscal Strategy Paper

CIDP - County Integrated Development Plan

CIMA - The Chartered Institute of Management Accountants

CIRCLE - Center for Information and Research on Civic Learning and Engagement

CoB - Controller of Budget

CSO - Civil Society Organization

IBP - International Budget Partnership

ICT - Information and communications technology

IFMIS - Integrated Financial Management Information System

KANU - Kenya African National Union

MTEF - Medium Term Expenditure Framework

PETS - Public Expenditure Tracking Surveys

PFM - Public Finance Management

SWG - Sector Working Group

TISA - The Institute for Social Accountability

UNDP - United Nations Development Program

UNESCO - United Nations Educational, Scientific and Cultural Organization

WASH - Water, Sanitation and Hygiene

WSTF - Water Sector Trust Fund

NACOSTI - National Commission for Science, Technology, and Innovation

DEFINITION OF OPERATIONAL TERMS

Budget monitoring: It is the process where civil society systematically track and evaluate financial performance against the planned budget for the county government of Bungoma. It involves comparing actual revenues and expenditures with the projected amounts to assess whether the county government is adhering to its fiscal plan with an aim of ensuring accountability, transparency, and efficient resource utilization.

Civil Society Budgetary Controls: The practice that involves civil society organizations (CSOs) in Bungoma County actively participating in the oversight and management of public budgets to ensure regular comparison of public sector revenues and expenditure for effective implementation of government projects.

Civil Society: The diverse assortment of non-governmental organizations who are mapped and profiles known by the County Government of Bungoma with a public presence locally within the county, expressing the interests and principles of their members or others, as dictated by ethical, cultural, political, scientific, philanthropic or religious consideration.

Consultative Forums: Channels and platforms that provide opportunity for cooperation between county government and civil society in Bungoma on budget matters.

Petition: A formal written request or appeal made by members of civil society and directed to officials, departments, or authorities within the county government of Bungoma to raise awareness about a specific budget issue, seek explanations, advocate for change, or address grievances.

Service Delivery: Refers to the mechanism through which the County Government of Bungoma provides public services to its residents. It encompasses a wide range of essential services that directly impact citizens' lives like education, healthcare, sanitation, transportation, and utilities.

ABSTRACT

Civil society has a significant stake in governance, and a substantial role is expected in the delivery of government policy plans regarding social schemes, the provision of public services, and grassroots utilization. Its influence cannot be underestimated by policy makers, practitioners and scholars. This research was conducted with the aim of evaluating the effectiveness of budget control strategies employed by civil society in enhancing public sector service delivery in Bungoma County, Kenya. The specific objectives outlined the correlation between budget monitoring and service delivery, evaluated the effect of petitions on service delivery, and determined the significance of consultative forums for service delivery in Bungoma County. The study was anchored in budget theory, budgetary control theory and the economic theory of market socialism. This study used a descriptive research design, utilizing both qualitative and quantitative approaches to examine the role of civil society organizations in implementing government projects and the due effect on budgetary control and service delivery. The target population consisted of county government employees, county assembly members, and civil society members engaged in county budgetary control over a period of three financial years. A sample size of 138 participants (12% drawn from the accessible population of 1117) was arrived at through stratified random and purposive sampling techniques particularly for County Assembly respondents. Gathering of primary data was attained through online questionnaires containing both closed and open-ended questions. A total of 134 responses were received through an online questionnaire representing 97% response rate. Data analysis was performed using descriptive and inferential statistics for quantitative data, while qualitative data from interviews was examined using thematic content analysis. The study showed a positive influence on the three variables civil society budget monitoring, petitions and consultative forums on service delivery in Bungoma County. The effect of consultative forums was more profound compared to budget monitoring and petitions, giving the impression that consultative forums accounted for a larger portion of the variation in service delivery compared to the two other factors studied. The relationship between the variables and service delivery was, however, not very strong, indicating that other factors beyond the scope of this study also contributed to the overall outcome of service delivery. The study recommends an in-depth investigation of these factors and a comparison of results. It also recommends the need for a holistic approach in enhancing service delivery. The study concludes that strengthening budget monitoring, petitions and consultative forums is a viable strategy but requires all budget stakeholders including the government to adopt other approaches to address other determinants of service delivery.

CHAPTER ONE

INTRODUCTION

1.1: Background of the Study

Civil society has a significant stake in governance, and a substantial role is expected of it in the delivery of government policy plans regarding social schemes, the provision of public services, and grassroots utilization. Civil society has progressively been used in governance and improving service provision. CSOs are avenues for people's participation and the general public and empower citizens in society to have a say on the annual allocation of budgets and other crucial processes of government (Fabian et. al., 2022). Newly available literature (Bradley, et al, 2022) on service delivery pointed out that actions by non-state actors, such as civil society, have an important part to play in improving the development agenda of societies and Governments. Further, it is acknowledged and stated that the synergistic activities of civil society may contribute to energy synthesis for the implementation of the development and generation of mechanisms to enhance public goods (Douglas et al., 2020). This can be accomplished by signing a type of partnership where civil society is incorporated in some ways into specific mechanisms of the public sector or with certain agencies. (Bianchi, 2021).

Global context provides the scope of work by civil society, their influence on service delivery and mechanisms of engagement. In countries like Philippines, Togo and Uganda, civil society have used budgetary control mechanism like budget monitoring to address government service delivery inefficiencies and corruption and attain equitable service provision. According to Transparency International (2016), health sector, education and infrastructure.

Civil society engagement mechanisms like petitions have been identified as formal ways of expressing citizen demands, serving as compelling instruments for influencing government policies and budgets (Ramolobe, K., et. al 2024). Petitions by civil society have been used to challenge policies regarded as unjust, push for improved government services and influence legislative reforms. According to the World Bank (2018), petitions by grassroots civil society organizations influenced increased budget allocations for maternal health services and sanitation in India. Similarly, in Latin America, the marginalized populations were allocated government budget because of pressure from petitions (Fox, 2015).

In Brazil, studies show how town hall meetings and participatory sessions in budgeting have been instrumental in influencing service delivery by aligning priorities to community needs. Wampler, (2012) demonstrated how several Brazilian municipalities engaged civil society in consultative forums directly influencing spending decisions by residents thus improving service delivery. Similarly, in South Africa, Integrated Development Planning (IDP) forums have enabled civil society to influence development agenda for local communities and engage in policy dialogue that ensures alignment with grassroots priorities (Pieterse, 2002).

Regionally and across the continent of Africa, civil society has an essential part to play in governance processes including the budget process. This action by civil society had experiences rapid growth particularly since 1990 and matches the political inclination to attain democratization (Krafchik, 2004). Civil society's engagement in the budgeting processes is progressively being viewed as significant in enhancing the empowerment of the citizenry (Mukokoma, 2010). Civil societies in countries such as Tanzania have equally

played significant roles in tackling malpractices in budget processes by employing social audit techniques such as budget monitoring and analysis to keep an eye on government disbursement and spending and ascertain if these budgets are properly aligned to their operational plans or not (UNESCO, 2004).

Some scholars have taken their time to look at civil society actions in Kenya, and they all accept that that gets several gains. In this regard, Munyingi et al. (2023) noted that civil society facilitates social justice and democracy with the added potential of improving the quality of governance by incorporating sound governance principles that include transparency, accountability, and openness. According to Kimeu et al. (2018), participation in civil society should contribute to creating a feeling of ownership. It has maintained the improvement of expansion strategies, improved domestic capacities, offered some directions to people with disabilities, neglected, and connected development to the people's demands (Thindwa, 2016). These actions by civil society according to Oriwa (2017), have significant impact on service delivery by promoting human rights, transparency, and accountability mechanisms within public institutions. Oriwa (2017) in his study on the role of transparency international and other civil society actors highlighted how critical sectors like education and health improved their responsiveness through mechanisms like budget monitoring and participation of citizens.

Effective control action ought to come after budgeting. Effective budgetary control mechanisms is a challenge in the public sector which defeats the very purpose of budgeting (Andrew et al., 2016). It's a generally an agreed fact that budgetary control follows budget preparation and requires top managerial support and participation of the budget officers (Agu, 2006), a fact emphasized by scholars presents budgetary control as a mechanism to

prevent wastage of organizations or public's resources and thus enhances accountability. Budgetary control is spread across budget planning, budget coordination and budget implementation (Alade et al., 2020). In an ideal society, the government as its main obligation ought to avail all the essential services to the citizenry. Regardless, there are many gaps preventing governments from adequately fulfilling their obligations, especially to the minorities even in the most democratic and progressive modern world. This generates a breach filled by civil societies (Munene et al, 2017). Scholars have cited several reasons for heightened civil society budgetary control practices. First, the growing evidence of public dissatisfaction with the performance of government and its departments. Most citizens depend on the government for essential services provision and entitlements. Ineffective delivery of service is therefore a serious matter of human rights to them. Limited access to information has made citizens suspect that corruption and other activities of abuse of power in government are on the rise. This has made civil society grow interested in employing budgetary control mechanisms with a view to impacting on service delivery (Paul et. al., 2006).

According to The Institute for Social Accountability (TISA, 2012), civil society and the public plays an important oversight role in budget implementation through monitoring. Civil Society is expected to scrutinize budget reports from the Auditor General and take the initiative of discussing the contents of the reports with the members of the county assembly. Civil society and the public are tasked with notifying the county assembly members in case there is a problem regarding programs and projects implementation. Additionally, The Kenyan constitution (2010) establishes the office of Controller of Budget (CoB) with a motive of creating room where spending on the government can be approved.

CoB is mandated to review reports and spending on budget implementation on a quarterly basis and produce budget implementation reports. Reports on spending are crucial in ensuring that the Civil Society and the public monitors the implementation process of a budget (Shuriye et al., 2023). Civil Society in utilization of COB and auditors' reports are reported to have advanced their engagement with government in the form of drafting and presenting petitions to duty bearers seeking to have gaps highlighted by the reports addressed. Petitions as participatory mechanisms are said to be successful when they are drafted, presented and responded to by duty bearers (Marleau & Montpetit, 2000).

Instead, in the public industry, the concept of service delivery is far from simple. Gowan, et al. (2001) stated that public sector service delivery is not only a process of responding to expressed needs of the citizens but also of determining the needs that are not voiced but ought to be attended to, as well as identifying means of how to fund those needs and how to justify and account to the public for what is done. As for this research, Kenya has been considered as the developing country and the public sector still acts as the service providers regulating a great amount of the economic activities. This postulates with Reichheld and Sasser, (1990) that the ability to deliver good, quality service is central to the strategic management for success and survival of an organization. Reviewed studies in Kenya have concentrated in different geographical locations other than Bungoma or outside Kenya. Some of the reviewed studies focused on different depended variables like governance, improvement of the fiscal performance and health systems performance. The study recognizes the part fulfilled by civil society in the realization of government projects and as such aims at determining the efficiency of budgetary control mechanisms from the civil society perspective on the delivery of services in the public sector.

1.2: Statement of the Problem

Despite having an excellent legislative framework for budgeting processes and implementation in the counties of Kenya, the following vices are prominent in the counties. Paradoxically, an excellent legislative framework in budgeting exists for the implementation, but counties are reaping the vices of poor financial discipline and poor service delivery. For the counties of Kenya, there has been recent literature evidence of instances of weak service delivery. In a report by International Budget Partnership, Jason et al. (2019) showed that the lack of a proper framework to integrate public views leads to the emergence of infeasible projects, Failure to approve or delayed formulation of policies about appropriate usage of special public funds which requires local legislation before spending; and difficulties in implementing IFMIS even in counties that should otherwise boast of good connectivity.

The government has attempted to institute mechanisms for efficient and effective implementation of projects to deliver services to its citizens. However, inefficiency and ineffectiveness in public budget allocation, implementation and monitoring processes remain very serious issues in fiscal policy (Curristine et al, 2007). Subsequent Auditor General reports have exposed significant irregularities in the county government's expenditure. The reports show stalled projects and delayed implementation, industrial action and discontent by employees, financial mismanagement and fraud, unplanned expenditures and budget cuts, dependency on central government disbursements and inability to address unforeseen macroeconomic effects among others (Office of the Auditor-General, 2023). These observations are innovative, as the report from the Ethics and Anti-Corruption Commission (EACC) reveals that county governments are at high risk

of corruption in procurement, financial management planning and implementation of projects, and legislative functions (EACC, 2014). This is also demonstrated by several studies in Western cluster counties. In Kakamega County, Daristu (2022) found out that despite provision of reasonable budget allocation, the county still suffered from weak service delivery attributing this to weak accountability mechanisms. Another study by Wandera, et al (2023) painted a picture of poor procurement planning and misappropriation of public funds in Kakamega, Vihiga and Busia counties leading to poor service delivery, especially in health and infrastructure sectors.

As noted above, the government has made efforts in setting up institutional (internal) mechanisms for budgetary control to improve service delivery. Despite this, counties still record poor service delivery outcomes owing to a combination of different factors. Available local studies have concentrated largely on the influence the institutional budgetary controls have on enhancing accountability in the public sectors and their effects on service delivery. This study therefore seeks to find out how budgetary controls by external actors like civil society influence service delivery in Bungoma County, Kenya.

1.3: Specific Objectives.

- i. To determine the effect of budget monitoring on service delivery in Bungoma County
- ii. To examine the effects of petitions on service delivery in Bungoma County
- iii. To evaluate the effects of consultative forums on service delivery in Bungoma County

1.4: Research Questions.

- i. How does budget monitoring affect service delivery in Bungoma County?
- ii. How do petitions influence service delivery in Bungoma County?
- iii. How do consultative forums affect service delivery in Bungoma County?

1.5: Justification and Significance of the Study

Literature confirms that county governments in Kenya face challenges of prioritization of needs for their residents. Particularly in Bungoma County, poor prioritization of community needs has undermined effective service delivery, particularly due to weak public participation and limited responsiveness to citizen input. Civil society involvement in budgetary controls by analyzing budget proposals, monitoring expenditures, and participating in budget formulation, civil society can ensure that funds are directed toward critical sectors such as healthcare, education, and infrastructure. This assists counties to allocate budgets to essential public services directly influencing the quality and accessibility of services.

Theorists and practitioners of public administration have supported budgetary controls as a tool that can assist in realigning budgetary decisions with a shared understanding or appreciation of people's priorities and values, enhance public services, decentralize public services, facilitate the transparency of public guidelines and resolutions, and thus assist the public in holding additionally answerable leaders, particularly in areas of dispute.

Transparency International (2016), argues that the role of civil society in actively scrutinizing budget processes deters corruption. The transparency and openness that results from civil society action in budgeting contribute to minimizing leakages of public funds, which directly influencing service delivery.

For scholars, the study aims to contribute significantly to the growing depth of understanding and scanty literature around the study area. This study seeks to address both geographical and conceptual gaps by examining the effect of civil society budget monitoring, petitions, and consultative forums on service delivery in Bungoma County, a context that has received limited empirical attention in existing literature.

In public policy space, the outcomes for this study will guide policy makers and shareholders in Public Sector service delivery on the magnitude of attention that should be given to advances by civil society in seeking to provide controls on public budgeting and its implementation. The study will offer practical input on how county governments and civil society should engage to better service delivery to their residents. The county government policy makers, stakeholders and professionals ought to therefore find this study important in evaluating and re-evaluating policy goals around the interaction between the two variables, civil society budgetary controls and service delivery.

1.6: Scope of the Study

The focus of the study is Bungoma County, Kenya. Bungoma County presents a unique context of active civil society involvement in provision of budgetary controls. The study delves into mechanisms used by civil society to provide budgetary controls to influence service delivery. It specifically seeks to examine how budget monitoring, petitions and consultative forums influence service delivery.

This study adopts a descriptive research design, utilizing both qualitative and quantitative approaches to examine the role of civil society in implementing government projects and the due effect on budgetary control and service delivery. Data was collected using structured and unstructured questionnaires converted into an online tool. This

methodological approach allows for analysis and understanding of how budget monitoring, petitions and consultative forms by civil society affect service delivery in Bungoma. A specific timeframe for the study during data was collected and analyzed also allowed for an understanding of the current situation of service delivery and civil society action in the context of devolution.

1.7: Limitations of the Study

This study aimed to focus on budgetary controls and its effects on service delivery in Bungoma County, Kenya in the context of devolution. Given the sensitivity of budgets in government which are regarded as a political tool, respondents from the government were not willing to provide information of how controls by civil society influence public service delivery. Instead, they were of the view that this would credit civil society for achievements by government. To mitigate this, the researcher provided proper and clear explanations to every respondent to understand the aim of the study and for them to generate honest responses.

Another limitation was the likelihood of not meeting the right staff involved in budgeting processes to participate in the research due to staff transitions. Bungoma County had earlier experienced a change of regime in the 2022 general election. Such changes were characterized by the movement of staff due to new appointments and posting for political reasons. The inclusion criteria for participation in this study was for county government staff who had been directly involved in budgetary controls for at least three financial years. These participants were few due to the turnover or transition potentially compromising the knowledge of the participants on the subject matter. To mitigate this, the researcher sought responses from eligible respondents who had moved to occupy other positions not

mentioned in the sampling frame but fit the inclusion criteria of having participated budget monitoring, writing, receiving or responding to petitions and budget consultation forums for at least three financial years since inception of devolution.

CHAPTER TWO

LITERATURE REVIEW

2.1: Introduction

This section tables related existing written literature covering civil society budgetary controls on service delivery. It examines the theoretical and conceptual frameworks and the different strategies used by the civil society to provide budgetary controls and their linkage to service delivery for devolved systems of governance in Kenya.

2.2: Empirical Review

2.2.1: Service Delivery

The study by Ali et al. (2021) aimed to establish devolution's impact on service delivery Kenya's public service with particular reference to Marsabit County. The research method comprised qualitative and quantitative data collection, whereby questionnaires for gathering data were used, targeting the County Government of Marsabit staff. The researcher established that 80% of the staff that participated in the survey understood that matters concerning funds allocation and approval were significant factors affecting the state of service delivery at the Marsabit County government. The findings also cast doubt on the time taken to update financial and project information, whereby three months was considered to introduce risk by a more significant proportion of the respondents (66%). Such results supported other research findings claiming that effective service delivery is realized with accountability and transparency. The research also unveils that 12% of the people sampled believed that Marsabit County is understaffed, distorting the services offered.

Research also posits that more research ought to be completed about the influence of the government's decentralization of service delivery on the availability of health care in other large health establishments in other Counties. Eregae et al (2019) sought to investigate service delivery in decentralized government framework in Kenya looking at the county government of Isiolo County Government. The descriptive study targeted 240 employees from Isiolo County and sampled 148 employees selected using stratified random sampling. This study identified accountability and transparency as the facilitators that connected resource mobilization and people's involvement to advance service delivery in Isiolo County. Most of the respondents (43. 5%) agreed that resources were managed in a fair, accountable, and transparent manner. Internal and external audits are conducted regularly to ensure accountability and transparency everywhere, and policies and structures for exposing corruption exist (40. 6%). It also emerged that citizens effectively participate in project identification and initiation. Despite this, most respondents (54.5%) felt that the amount of resources allocated to the county government is inadequate to undertake scheduled projects and meet the administrative cost.

According to this study, there was a need to improve staff capacity and provide more opportunities for citizen participation and speedy release of funds for quick to improve service delivery, the County Government. Muthui et al. (2017) aimed at determining what factors affect service delivery in county governments in Kenya. The research was undertaken in Kitui County. The study, therefore, used a descriptive survey research method adopting a simple random sampling technique aimed at the resident population of the Matinyani ward in Kitui County. While the study revealed that the residents were conscious of their rights as provided by the constitution concerning governance, including

the participation in budgetary processes of the county government, the county did not conduct consultative forums on development issues. Where such forums or meetings were held, the forum did not inform the public through the media, and not enough citizens attended such forums. The county was also found to have failed to adhere to the inclusivity requirement in procurement since it had not complied with the constitutional provision that requires procurement of goods and services to be 30% sourced from women, youths, and persons with disabilities.

Other concerns advocated for in the study included the provision of more financial resources to common/high-priority community concerns/issues related to access to a health facility, friable roads, contact with fresh and safe water, and finally, access to education and electricity. In the study by Musiega A. et al. (2023), the authors wanted to establish the extent to which budget implementation procedures affected the competence of county health structures in Kenya. The research employed a cross-sectional survey of county health systems, and its observation of budget execution processes indicated that the counties' process had elements of disbursement delays, low credibility of budgets, weak autonomy of the service providers, and procurement irregularities. These, as pointed out by Muthui, (2016), are challenges that can be easily solved using budgetary controls. The paper associated the difficulties with deficiencies in input for health systems that eroded the capabilities of county health frameworks in delivering health-care services, mismatch regarding the health needs of counties and the utilization of resources, unmotivated employees and productivity, weaknesses in procurement mechanisms, and weakened answerability to the county's finances and performance. Therefore, the study postulates the hypothesis that functions of budgetary controls that can improve the efficiency of county

health systems in Kenya include budget integrity, cash distribution process, procurement process, and provider self-sufficiency.

Kerubo R. et al. (2019) also looked at the factors influencing the quality of service delivery in County Governments in Kenya. The paper provided information on the quality-of-service delivery in county governments in Kenya, specifically the County Government of Kitui, based on the factors that explain variability. In a descriptive study featuring a sample size of 85 respondents, it was established that governance structures, accountability, teaching standards, employee competency, and staffing density are statically important in quality of service delivery within county governments in Kenya.

Another study of a similar nature that was carried out by Ojwang, et al. (2016) sought to establish the effects of budgetary regulations on service delivery in the County Government of Nakuru in Kenya. Data was gathered through the self-administered, structured questionnaires whereby 66 participants were targeted to originate from the accounts/finance department of Nakuru County Government. The study's findings showed that the budgetary controls affected the service delivery in the County Government of Nakuru. This was established to have profound significant effect in varying service delivery, resulting in performance adjustments. The study concluded that the county government was trying to be more assertive in revenue collection. Concerning the management parameters, the study established that revenue maximization and performance adjustments enhanced service delivery.

There is sound scholarly literature materials studied on factors influencing service delivery and these include budgetary controls. However, the literature focusses on internal and

institutional controls provided by governments and fails to address controls provided by the civil society. This is the gap under investigation by this study.

2.2.2: Budgetary Control

Budgetary control has been explained by many authors according to the type of organization or institutions as applied to their studies. According to Adan (2012), budgetary control is regarded as a management function that serves to improve the performance of the economy of an organization. It primarily aids in guiding operators in financial planning and establishing ceilings for organizational departments. Through budgetary controls, organizations can make critical analysis of a summation of existing operations and justify decisions taken to grow, do away with or restrict excesses.

Basward, F. et al (2021) asserts that one of the critical practices aiding in effective service delivery for organizations is budgetary control, the involvement stakeholders in budget processes and feedback and transparency. Machyo, R. (2015) defines budgetary controls as the process of coming up with plans for an organization and controlling the said plans to achieve the objective of the plans. Budgetary control according to Kariuki, (2010) in Machyo, R (2015) helps to establish operating procedures for planned revenues and costs and in communicating the plans through the management structures.

To understand better the issues around effective budgetary controls in the public sector, a review of an article entitled budgetary and management control system for improved efficiency in public sector by Kazeem O. F, et al (2014) which aimed at establishing the efficiency of budget control and the matters influencing budgeting and budgetary regulation revealed that in Nigeria, reforms in budgeting are suited to realize aggregate fiscal discipline and improving technical effectiveness.

According to Agu (2006) budget control measures taken in Nigeria by the executive were regarded as financial innovations meant to empower sub national governments with capacity to implement financial policies. This researcher regarded budget planning as a budgetary control instrument influencing the public sector's financial accountability. Agu explains that increasing the role and power to hold government to account on resources is a legislative process that led to the establishment of what is referred to as the Office of Budget.

A survey of a study that Mukah (2018) carried out in the Northwest of Cameroon provided a concept of the aspects of budgetary control. Therefore, the objective was to look into the extent to which the idea of fiscal control is associated with the performance of local authorities. The researcher also discovered that several variables of budgetary controls commonly acknowledged to include participation, planning, motivation, communication, responsibility, monitoring and control, and overall outcome of the public sector were positively correlated. More specifically, the assessment revealed that these elements are positively and expressively linked to the performance of the councils. From the perspective of the researcher, the high performance of local councils in the region in which the study was conducted could be explained by the efficiency of the budgetary control that highlighted the necessity for the existence of sufficient financial resources to be reasonably used, the involvement of qualified staff and experienced in the management, the involvement of all the relevant supervisors in the planning and control processes, as well as maintaining communication and stimulating the staff of the council.

Mutungi (2017) undertook a study on how budgeting and budgetary control influence the financial performance of decentralized governments in Kenya. Special emphasis was made

on the county government's budgeting, budgetary control, the effect of managerial performance, and county government regulations as well as their financial performance. In this research, the quantitative descriptive research approach was used as the method of data collection to assess the respondents' perspectives, and data were collected from 47 County Governments in Kenya. The objective was to establish that there is a connection between the use of budgets/budgetary controls and financial performance. As a result, the authors suggested that similar studies be conducted in other industries as the links between these factors and organizational financial performance remain under-examined.

2.2.3: Budget monitoring

Globally, regionally and in Kenya, there is limited literature on civil society budget monitoring as budgetary control and its influence on service delivery. Existing literature focuses on internal budgetary monitoring mechanisms by government institutions and parastatals and fail to address attempts by the civil society to engage in budget monitoring processes.

Ziyad, (2021) investigated how the monitoring of the budget of Civil Society organizations (CSOs) positively affects the improvement of the fiscal performance of the government in relation to a governing society within Palestine. The research used a descriptive-analytical correlation method focusing on workers in the General Administration of Budget, General Administration of Following-up Budget in the Ministry of Finance, as well as civil society organization representatives regarding the budget in the civil team in backing of budget transparency. The researcher employed a technique known as a comprehensive survey, in which the researcher issued questionnaires to the population of the study population, comprised of 76 members. The survey discovered that civil society Budget Monitoring,

civil society public activities in organizing and implementing various activities, its association with the top executive power, and interaction with the legislative and executive authority was 3.74, which was high. The Total average for the governance standards was high, with 3.5 for each of the standards of transparency, accountability, integrity, and participation, while financial performance was medium at 3.31. Consequently, civil society budget monitoring experienced a high level of effectiveness in advancing the financial results of the Palestinian National Authority in terms of effecting governance ideals.

Martínez, (2016) stipulated that the countries in the process of development have significant challenges in the execution and evaluation of the budgeting processes. This is because sometimes the monitoring and oversight institutions of the budget may not possess the authority, abilities, or even resources to scrutinize how the public fund is utilized and also recognize the Civil Society's position as the one who supervises the budget. According to Andrews et al. (2014), there is a recognition of the need for appropriateness and accountability measures in the PFM cycle, where budget monitoring and other oversight activities are part of the cycle. Martínez Barranco Kukutschka (2016) suggests that civil society can pile pressure on governments by pressing for evidence, statistics, and analysis, interrogating the accuracy of the information disclosed by the government, and crossmatching government figures with those provided by civil society.

Ogwang et al., (2023) examined civil society organization involvement in Uganda's pro-poor local government budgeting systems with reference to the Dokolo District. The research, which aimed to evaluate the level of CSOs' advancement in enhancing PRO-POOR implementation and combating leakage of resources to the enacted local government budgets, implemented a descriptive and correlational research design. The

study population comprised the officials of 10 CBOs involved in the project and technical and political leaders of 6 local governments across the Dokolo District. The study found that civil society organizations ensure that local governments used their budget in a manner that would benefit the poor and underprivileged or their priorities, force the local government into implementing pro-poor priorities that the local government would not have implemented, do it within a shorter time that which the local government would have taken and; prevent wastage of resources meant for people with low incomes through shoddy work and other means including Public Expenditure Tracking They did this due to realizing that this would improve the decentralized service delivery.

However, the work most thematically related to this is the study by Ido, (2019), where the researchers focused on the effect of social accountability tools used by CSOs on governance in Kenya. He explained that civil society organizations use social accountability mechanisms, tools, and strategies to involve local development planning, budget preparation and formulation, government accountability for regional resources expenditure, and utilization of these resources. The study examined 80 CSOs to evaluate the effectiveness of reformed measures like participatory budgeting, expenditure tracking surveys, social audits, and scorecards from the community on governance. It also analyzed the mediating effects of government guidelines on the link between social accountability tools and governance in Kenya. The study concluded that the Public Expenditure Tracking Survey method does not significantly positively influence governance in Kenya.

The research by Masiega et al. (2023) investigated budget monitoring and accountability mechanisms on the health systems in Kenyan counties. Technical efficiency was chosen as the criterion for selecting the four counties that were the subject of this multiple-case

qualitative study. The researchers also revealed that the county's fiscal decentralization and poor budgetary oversight and accountability hurt the health systems in the county. It culminated in poor execution of the processes of budget preparation and budget performance, embezzlement of public funds, and a direct negative influence on the rationality of public policies. Since the system's inception, there has been very weak monitoring and accountability, which has resulted in the feedback mechanisms that culminated in proper governance eroding. To a certain extent, the study acknowledged the helpful roles offered by internal audit practices that delivered constructive feedback to the health managers regarding budgeting and executing budgets formulated within the health system. Nevertheless, the study excluded civil society's role and participation in budget monitoring.

Closer home, Daristu (2022) examined the implementation of performance contracting in Kakamega County. He found out that despite receiving substantial budget allocations, service delivery remained poor. The study attributed this to weak accountability mechanisms and civil society engagement through budget monitoring.

2.2.4: Civil Society petitions

Among the various uses of civil society petitions, such petitions may act as a tool that can help citizens voice their concerns, advocate for increased service delivery, and monitor the government. McDonough et. al., (2020) analyzed how the use of petitions led to increased public involvement and better usage of specific web-based tools in Portugal and Austria. The paper examines formalized and non-formalized petition instruments and finds that, founded on the legal and institutional strategy, various petition instruments fulfill three

democratic purposes: voting rights in the parliament, connection with the electorate, and rallying of people.

Nelson-Nuñez (2018) undertook a study examining competing propositions on whether delivering service delivery to NGOs through the provision of goods lowers the demand placed on governments or increases interaction with them. Depending on the primary household data collected in the Peruvian Amazon and semi structured interviews with the leaders of the communities, NGOs, and government, the research gives a vivid depiction that develops the pieces of the puzzle of the NGO debate. One of the findings of this study was that high activism by NGOs may have a negative impact on the reduction of activism by civil society or the community in asking for government support, hence pointing out the role of petitions in the availability of government services.

According to Leston-Beindera (2019), the legal and institutional setting and the subsequent processes of petition structures significantly affect the democratic roles of petitions and, secondly, the drives of petitioners. For instance, the Constitution of Kenya lays down the right to information by stating that every individual has the right to access any data in the hands of the state or any other individuals necessary for the exercise or in the clarification of any right or freedom embodied in the constitution. Civil society organizations can use this right to hold the government answerable for matters concerning the provision of services.

According to Munyao, (2019), petitions allow the public to exercise the original oversight role of parliament, especially over the governments and the executive. Bohle et. al., (2013) provided direction on how petitions are executed. They posited that they are typically a

one-sided and unequal method of communication involving those on one side – individuals or a group – and an institution or organization on the other side. A referral is a message sent by one person or organization to another to which the latter is supposed to reply. For instance, Githinji, (2021) provided a general flowchart for petitioning a county assembly. He puts it forward that the procedure is laid down in the Petition to County Assemblies (Procedure) Act. The Act brings into operation the right in Article 37 of the Constitution to petition a County Assembly. In this case, a member of the, public entity, or private entity may submit to the county Assembly a petition in writing praying that the Assembly do something in respect of a matter over which it has jurisdiction, including the passing of legislation or the repeal or amendment of any bill. The Clerk shall, in the space of time not over seven days from the date on which the petition was received, scrutinize the petition to determine if the petition qualifies under the provision of a petition to the County Assembly and then process the petition. From the time the County Assembly received the petition, the maximum number of days that the County Assembly would take to reply to the petitioner(s) is 60 calendar days through the tabling of the report within the County Assembly (National Council for Law Reporting, 2020).

Specific reports have been made regarding the meaningfulness of petitions, highlighting their conditions. The TISA (2015) report also suggests that public petitions that lead to public accountability depend on several factors, including access to data, a lively and compelling Civil Society, freedom of communication and association, free and self-governing media, and effective civic education. Some examples demonstrate that civil society petitions may lead to the desired outcomes. A research study by Odhiambo et al., (2017) revealed that they were applied in four counties to champion necessary demands

for some programs. In Kajiado County, an example of CSO is shown whereby the WASH Policy was developed after submitting a petition. In Kilifi, a petition culminated in recognition of the Mshombo Citizens' Assembly as one of the County's essential structures of citizen mobilization. Citizens and their groups in Mombasa protested and sought to prevent the implementation of what was called the 'Mombasa Urban Renewal and Redevelopment of Old Estates' project on two main grounds: first, that the County had not provided reasonable compensation to those who were likely going to be affected by the project and second, that there was poor organization of public participation. The issue was taken to the courts of law as a next step. In Taita Taveta, a CSO petition consequently led to developing the Draft County Public Participation and Civic Education Policy.

Okinda (2017) aimed to establish the role played by data in direct public involvement for positive grassroots development in the Kenyan devolved system of government of 47 counties. In his analyses, He pointed out petitioning as one of the approaches the public can employ to participate in grassroots development. The author had to explore forms and channels of information dissemination regarding citizens' participation laws, research, and government reports and journals on information as a tool for participatory grassroots development in counties in Kenya. From the findings, it can be deduced that the public in Kenya can engage actively in planning, executing, and assessing developmental projects and initiatives, preparing the budget, making and formulating laws, and formulating policies. This way, the information through petitions increases the citizens' awareness, political activism, and organization required for grassroots democracy to develop. However, the study established low public information and direct participatory flow/development in Kenya's counties. This can be blamed on poor information sharing by

county governments and citizens' disinclination to seek information. This means that the county governments should enhance their communication agendas; the citizens should expect and utilize information.

Studies show that several Western Cluster counties in Kenya including Bungoma, Vihiga, Kakamega and Busia have documented poor service delivery by county governments in citing issues such as mismanagement, weak procurement systems, and inadequate human capital. Wandera et. al, (2023) in analyzing procurement practices across counties in Western Kenya found that poor procurement planning and misuse of public funds significantly undermined service delivery, especially in health and infrastructure sectors. The study suggests strengthening control mechanism and civil society engagements using multifaceted approaches including petitioning.

2.2.5: Civil Society Consultative Forums

Civil society associations are alive, and they interact with government institutions in various ways, such as county budgeting forums. In the recent research work in Nigeria on Citizen Participation in Budgetary Processes and Effective Governance, the authors of the present paper, Bisong, et al. (2020), discovered that pre-budget consultative forums remained an appropriate form of bottom-up budgetary control. This is so since it enables citizens to make decisions on how the public resources should be utilized, equally holds the government accountable for its spending, and is sensitive to the needs of the citizens. According to the paper, the use of technology, therefore, proposes a way through which the formulation of budgets can be aided by inputs collected through technology. At the same time, the citizens can be empowered to keep track of and assess some of the items in the budget within their regions and give response in equal measure.

Kawoya et al., (2018) took the initiative to understand how these forums affected the provision of services in Kajiado County, Kenya. The target populace comprised the employers and the public that participated in determining the county budgets for the last three financial years. Initially, the study targeted an accessible population of 880 people, of which only 107 participants were chosen to employ the stratified and random sampling procedures. The research used both primary and secondary data and topped the list of top methodologies frequently used by researchers. This research identified that the exercises of monitoring and tracking of service delivery in Kajiado County are conducted in SWGs, the CBEF, and the Pre-Budget Public Sector Consultative Forum. The respondents complained about various aspects of service delivery, such as access to services, quality of services, and opportunities for service delivery. The formation of sector working groups did not positively affect service delivery enhancement through the other forums are said to be opportunities for disclosing budget details to everyone, actively promoting people's involvement in policy and budgetary processes, and brief members on how to exercise this function.

In a paper seeking to give an overview of Watershed-Empowering Citizens is a tactical collaboration of the Dutch Ministry of Foreign Affairs and other actors in Laikipia and Kajiado Counties, the authors Gai et al., (2018) note that the launching of the county water sector working group in Laikipia led to a greater involvement in planning in between service delivery of water and management of its resources by government institutions and citizens Elsewhere through this forum the government of Laikipia has collaborated with key players such as CSOs as well as with the Water Sector Trust Fund (WSTF) in things such as the formulation of the Water Master Plan for the county, planning towards the Water

Conference which is to be presided over by the Governor of Laikipia, in formulation of the second generation CIDP and at the development of the Water Bill for Laikipia. This was due to adopting a model that educates ordinary citizens for effective engagement in the dialogue between citizens and the state to promote development agendas and synchronized planning at the catchment level.

Another study by Kainda et al. (2022) focused on analyzing the recognition consultations with the government in the delivery of quality services. This researcher undertook a study to determine the impact of stakeholders' consultations in delivering public services to the Meru County Government regarding Citizen Participation. The descriptive research approach interviewed 150 workers from the county assembly, management employees, supervisors, low-ranking employees, and ward support staff. The research results for this study revealed a positive and substantial connection between stakeholder consultations and public service delivery in Meru. Indeed, the study positioned civil society at the Centre of consultations with the Meru County government. It advocated for the county's systems to allow public and civil society members to be involved in the county's affairs.

Studies done in Bungoma point to the fact that there exists poor prioritization of community needs that undermine effective service delivery, particularly due to weak consultative engagements and limited responsiveness to input by the public. For instance, Omuyoyi Et al (2021) studied how public participation affects service delivery and found out that while public participation structures exist, they are often tokenistic and fail to reflect the actual priorities of residents. The research highlighted that county officials frequently overlook citizen-submitted proposals during planning and budgeting, leading to misaligned projects

and underutilized resources. This disconnect contributed to stalled infrastructure projects, inadequate health services, and dissatisfaction among local communities.

2.3: Theoretical Review

2.3.1: The budget Theory

Civil society budgetary controls are a topic of interest in the field of budget theory. According to Hyde (1992), the budget theory is the educational dissection of political and social incentives pushing government and civil society financial arrangements. It is concerned with the processes of budgeting, the actors involved, and the outcomes of budgetary decisions and views budgeting as a political, economic, and administrative process that reflects societal values, institutional constraints, and governance priorities. Wildavsky (1964), one of the proponents of the budget theory argued that budgets change incrementally, based on prior allocations. Incrementalism is a budgeting approach that assumes that budgets are incremental, and that the preceding year's financial plan is the beginning for the present year's budget. He presented a unique aspect of the budget as being about stability, conflict, negotiation, and compromise.

Apart from incrementalism as proposed by, Wildavsky, other models would include rational Planning which assumes that the decisions should be made through objective analysis of costs and benefits. Rationalism is an approach that assumes that budgets are rational and that they are based on objective criteria. Advocacy is an approach that assumes that budgets are the result of political bargaining and that they reflect the interests of different groups. While idealistic, it often fails to account for political and institutional realities (Schick, 1990). Rubin, (2007) also proposed program-based budgeting as a model which promotes efficiency and accountability especially in service delivery sectors like

health and education linking funding to measurable outcomes. Participatory budgeting according to Odhiambo et al (2017) particularly in decentralized systems of governance enhance transparency, legitimacy and responsiveness to service delivery. The study of budget theory is therefore important because it helps to understand how governments allocate resources and make decisions about public goods and services.

Budget theory has evolved over time, with several approaches developed to explain how budgeting decisions are made. Key approaches include incrementalism (Lindblom, 1959; Wildavsky, 1964), rationalism, and advocacy models that emphasize political negotiation and stakeholder influence (Rubin, 1990). Incrementalism is a budgeting approach that assumes that budgets are incremental, and that the preceding year's financial plan is the beginning for the present year's budget. Rationalism, on the other hand, is an approach that assumes that budgets are rational and that they are based on objective criteria. Advocacy is an approach that assumes that budgets are the result of political bargaining and that they reflect the interests of different groups.

The budget theory applies in public sector governance. In Kenya for instance, budget theory is reflected in the use of Programme-Based Budgeting (PBB), public participation forums, and consultative forums like the sector working groups. Counties like Bungoma apply these principles to align budgets with citizen needs. However, challenges such as limited capacity, political interference, and weak feedback mechanisms often undermine theoretical ideals. For example, incrementalism is evident in how recurrent expenditures dominate county budgets, participatory budgeting constrained by poor facilitation and

limited civic awareness and performance-based approaches are gaining traction but face implementation gaps.

In conclusion, budget theory is an important field of study that helps to understand how governments allocate resources and make decisions about public goods and services.

Table 2.1 Summary of Empirical Literature and Research Gaps

| Author | Research title | Variables | Findings | Gaps |
|-------------------------|--|---|---|--|
| Salim Said Ali (2021) | Devolution and Service Delivery in the Public Service in Kenya: A Case Study of Marsabit County Government | -Public participation -Resources allocation -Service delivery | -Allocation of funds and decision-making authority significantly influenced service delivery at Marsabit County government. | -The study revealed geographical gaps and recommended additional studies on the effect of decentralization of government service delivery of the same magnitude in other Counties. |
| Antony K. Muthui (2016) | Factors Influencing Service Delivery In County Governments In Kenya; A | -Accountability by Local Leadership -Public Participation | -Issues related to resource mobilization, lack of public participation, and accountability challenges within county governments | -Study recommends further studies to establish whether other factors other than resource |

| | | | | |
|----------------------------------|---|--|--|---|
| | Study Of County Government Of Kitui. | -Resource Mobilization | | utilization, public involvement and accountability of local leaders, have an effect on service delivery in county governments in Kenya |
| Ojwang, B (2010) | Influence of budgetary controls on service delivery in county government of Nakuru in Kenya | -Revenue maximization -Performance adjustments | -The study showed that budgetary controls affected service delivery in the County Government of Nakuru. | -Study focused on budgetary controls availed by the government and not the ones offered by civil society. The latter is a subject of investigation by the researcher. |
| Ahmed Mohammed Anis Ziyad (2021) | The Impact of Civil Society Organization (SCOs) Budget Monitoring on the | -Areas of Work of CSOs -Relationship with Executive Authority | -Civil society budget monitoring significantly impacted the financial outcomes of the Palestinian National Authority | -This was a global study in Palestine which addressed budget monitoring for civil society in |

| | | | | |
|---------------------------------|---|---|---|---|
| | Enhancement of the Government's Fiscal Performance in the Case of a Governing Society | -Relationship with Legislative Authority -Governance Standards -Financial Performance | when governance standards are applied. | centralized governance system. This study seeks to find out the same in devolved governance systems. |
| Anita M., Et Al. (2023) | Budget monitoring, accountability practices and their influence on the efficiency of county health systems in Kenya | -Actors' practices -Evidence based decision making -Health systems culture | -Frail budget monitoring and answerability methods tarnished county health system competence by wearying the effective implementation of budget preparation and implementation stages and enabling misappropriation of public resources | The context was in the health sector and the study done in four counties. The current research looks broadly on the devolved functions across all departments providing services. |
| Odhiambo, M. et al (2017) | Effective Public Participation Mechanisms in Mombasa, Kilifi, Taita Taveta, and | -Citizen engagement, -Policy formulation -Program prioritization | -In Kajiado County, the CSO petition led to formulation of the Water, Sanitation, and Hygiene (WASH) Policy. | -The analytical report was conducted for Mombasa, Kilifi, Taita Taveta, and Kajiado Counties and |

| | | | | |
|--------------------------------|---|---|--|---|
| | Kajiado Counties | | | highlights more of the policy process. The current research is conducted on Budgetary controls and looks at petitions as a budgetary control mechanism |
| Richard Joshua Saiyanka (2018) | Effects of County Budgeting Forums on Service Delivery in Kenya: The Case of Kajiado County | -SWG -CBEF -Pre- Budget Public Sector Consultative Forum -Budget and Appropriations Committee Hearings | -SWGs were deficient in a substantial impact on service delivery whereas CBEF, Pre-Budget Public Sector Consultative Forum and Budget and Appropriations Committee Hearings presented an optimistic influence on delivery of services in Kajiado County. | -Consultative forums in this study are not viewed as budgetary control mechanism as opposed to the current study. -The study is also carried out in Kajiado while the current study is conducted in Bungoma. |

| | | | | |
|------------------------------------|---|---|--|--|
| <p>Bisong, D. B. et al. (2020)</p> | <p>Citizen Participation in Budgetary Processes and Effective Governance in Nigeria</p> | <p>-Budget implementation rates</p> <p>-Socio-economic development</p> <p>-Citizen involvement</p> | <p>-Pre-budget consultative forums can serve as an effective form of bottom-up budgetary control.</p> <p>-Highlights a disconnect between budgetary governance in Nigeria and citizens</p> | <p>-Geographically limited to Nigeria and lacks comparative insights from other decentralized contexts like Kenya.</p> <p>-It does not disaggregate impacts across sectors or analyze specific citizen engagement mechanisms such as petitions or budget forums.</p> <p>-Relies heavily on qualitative data without longitudinal or mixed-method approaches, leaving room for deeper empirical and temporal exploration.</p> |
| <p>Eunice Daristu (2012)</p> | <p>Performance Contracting and Service Delivery in County</p> | <p>Dependent Variable</p> <ul style="list-style-type: none"> • Service delivery | <p>-There is a significant positive relationship between performance contracting</p> | <p>-The study was geographically limited to Kakamega County,</p> |

| | | | | |
|--|--|---|---|---|
| | <p>Governments in Kenya: A Case Study of Kakamega County</p> | <p>Independent Variables</p> <ul style="list-style-type: none"> • Target setting • Vetting and negotiation • Execution • Monitoring and evaluation | <p>components (target setting, execution, monitoring and evaluation) and service delivery.</p> <p>-Performance contracting, when effectively implemented, can enhance accountability and improve public service delivery in county governments.</p> | <p>suggesting a need for similar research in other counties to validate findings.</p> <p>-It focused solely on performance contracting, leaving out other governance mechanisms such as civil society budget monitoring, petitions, and consultative forums, which may also influence service delivery.</p> |
|--|--|---|---|---|

| | | | | |
|--|--|--|---|--|
| <p>Omuyoyi M. Maureen and Mogere K. Machuki (2021)</p> | <p>Effect of Public Participation on Service Delivery in Bungoma County Government</p> | <p>Independent Variable:</p> <ul style="list-style-type: none"> -Frequency of public hearings -Budgetary allocation for public participation -Feedback mechanisms <p>Dependent Variable</p> <ul style="list-style-type: none"> -Service Delivery | <p>-Public participation has a positive and statistically significant effect on service delivery in Bungoma County.</p> <p>-Increased public participation led to improved transparency, accountability, and responsiveness in procurement and service provision.</p> | <p>-Previous studies had not focused specifically on Bungoma County, despite its history of procurement malpractices.</p> <p>-The study highlights a lack of comprehensive research on public participation as a procurement reform in Bungoma.</p> <p>-It recommends further audits and monitoring by oversight bodies to ensure compliance with public procurement reforms and enhance citizen engagement.</p> |
|--|--|--|---|--|

Source: *Researcher, 2024*

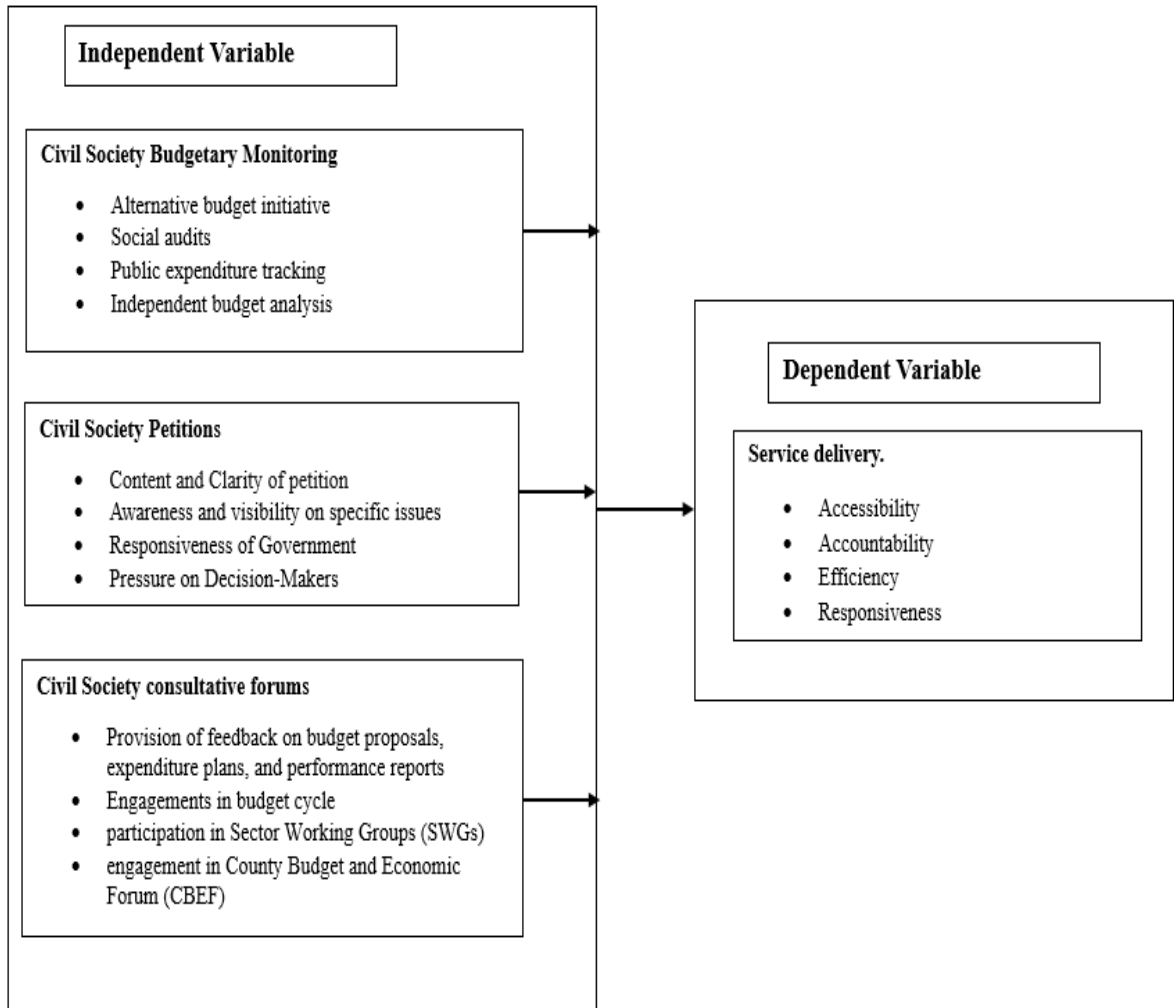


Figure 2.1 Conceptual framework

CHAPTER THREE

RESEARCH METHODOLOGY

3.1: Introduction

This chapter outlines the approaches and techniques the researcher utilized to gather data. It covers research design, study variables, study area, target population, sampling methods, and sample size. Additionally, it discusses the research instruments, validity and reliability, pilot study, data collection processes, data examination and presentation, data management, and the ethical contemplations involved in this study.

3.2: Research Design

This study applied descriptive research design. Orodho (2017) describes the aim of descriptive research as meant to determine and report the way things are. This agrees with descriptions given by Kothari (2004) as a study design mainly aimed at describing the situation as they exist at present (Kothari, 2004) thus easy to understand (Sekaran, 2003). The selection of the research design relied on the need to describe how civil society budget controls in Bungoma County influences service delivery and was achieved by defining relevant questions that were answered by public servants and civil society members in Bungoma County.

3.3: Study Variables

This study used Civil society budgetary monitoring, petitions, and consultative forums as independent variables and Service Delivery the dependent variable as described in table 3.1 below.

Table 3.1 Variable description

| Independent and dependent variables | Indicator | Types of analysis |
|--|---|--|
| Budgetary Monitoring: | <ul style="list-style-type: none">▪ Social audits▪ Alternative budget initiative▪ Public expenditure tracking▪ Independent budget analysis | <ul style="list-style-type: none">▪ Descriptive and inferential statistics |
| Petitions | <ul style="list-style-type: none">▪ Content and clarity of petitions▪ Awareness and Visibility on specific issues▪ Responsiveness of Government▪ Pressure on Decision-Makers | <ul style="list-style-type: none">▪ Descriptive and inferential statistics |
| Consultative forums | <ul style="list-style-type: none">▪ Provision of feedback on budget proposals, expenditure plans, and performance reports▪ Engagements in budget cycle▪ participation in Sector Working Groups (SWGs)▪ engagement in County Budget and Economic Forum (CBEF) | <ul style="list-style-type: none">▪ Descriptive and inferential statistics |
| Service delivery. | <ul style="list-style-type: none">▪ Accessibility▪ Accountability▪ Efficiency▪ Responsiveness | <ul style="list-style-type: none">▪ Descriptive and inferential statistics |

Source: Researcher (2024)

3.4: Area of the Study

This research was carried out in Bungoma County. The County is appropriate because of the sound evidence of civil society in Bungoma having been involved in budget monitoring, presentation of petitions and engaged in budget consultative forums with a view of influencing governance and aligning public needs with government expenditures

in pre and post devolution era. It was therefore seen as a suitable area for establishing the influence civil society budget controls have on service delivery.

3.5: Population and Sampling design

3.5.1: Target Population

The target populations for this study included the employees of the County Government of Bungoma and the Civil Society. Staff of the County Government of Bungoma that are involved directly in planning and budgeting processes are 1037 (table annexed). Reports from the Department of Finance and Economic Planning indicated that Bungoma County were 60 active civil society organizations whose profiles were known by the county government, and they had constant engagements with. The standing committee of Budget and Appropriation in the County Assembly of Bungoma had a total composition of 20, being 11 Members of the County Assembly (MCAs) and 9 secretariat members.

Table 3.2 Target population

| No. | Target Group | Target Population |
|--------------|--|--------------------------|
| 1. | Civil Society | 60 |
| 2. | County Government employees (Executive) | 1037 |
| 3. | County Assembly members and employees (Members of County Assembly and secretariat of the Budget and Appropriation Committee) | 20 |
| Total | | 1117 |

Source: County Treasury and County Assembly of Bungoma, 2023

3.5.2: Sampling Techniques

Individuals were placed into different strata based on the three target groups, County Government and County Assembly employees and Civil Society.

Stratified and random sampling technique was employed to select the required sample size of 125 individuals out of the accessible population of 1037 for county government employees. Purposive sampling was used to sample 5 respondents from the 20 County Assembly employees and members drawn from Budget and Appropriation Committee and 8 civil society members drawn from the accessible population of the 60 mapped civil society organizations.

3.5.3: Sample Size

The sample size was determined by adhering to Gay as referenced by Mugenda and Mugenda (2003) who suggested that for descriptive research; at least 10% of the reachable population is adequate (Mugenda and Mugenda, 2003). For better participation and representation therefore, the researcher adopted 12% of 1117 total target population to calculate his sample size meaning that the sample size comprised of 138 respondents.

3.5.4: Sampling Frame

The sampling frame for this research detailed respondents who had participated in budget monitoring, writing petitions and budget consultation forums for at least three financial years since the inception of devolution.

The sample size of 138 individuals was distributed proportionally in the strata as per Pedhazur and Schmelkin's (1991) and Kyamanywa (2005), formula below:

$$\mathbf{R = \frac{C \times S}{P}}$$

Where;

R is respondent essential from a stratum

C is stratum population

S is the preferred size

P is the total population

Using the detailed formula, the sample size is as per the table above is provided below:

Table 3. 3 Sampling frame

| | Stratum | Respondents | Population size | Sample Size $\mathbf{R = \frac{C \times S}{P}}$ |
|--|---|--|------------------------|---|
| | Civil Society | County Coordinators of the Civil Society Organizations operating in Bungoma County | 60 | 8 |
| | County Government employees (Executive) | County Executive Committee Members (CECM) | 1037 | 125 |
| | | Chief Officers | | |
| | | County Directors for the departments | | |
| | | Finance Officers for Departments | | |
| | | Economists for Departments | | |
| | | Accountants for departments | | |
| | | Procurement officers for department | | |

| | | | | |
|-------|--|---|------|-----|
| | | Unit Technical Leads sitting in Sector Working Groups | | |
| | | Sub County Management Teams | | |
| | | High Volume government facilities | | |
| | County Assembly members and employees (Members of County Assembly and secretariat of the Budget and Appropriation Committee) | Chair of the Budget and Appropriation Committee of the County Assembly | 20 | 5 |
| | | Member of the Budget and Appropriation Committee of the County Assembly | | |
| | | Lead member of the Secretariat to the Budget and Appropriation Committee of the County Assembly | | |
| Total | | | 1117 | 138 |

3.6: Research Instruments

Data was collected using questionnaires. The questionnaires, which were self-administered, contain both structured and unstructured questions. An online form was created through google doc for sharing with the respondents. This research also used secondary data from document appraisal, government official papers and reports retrieved from budget control actors.

3.7: Pilot Study

The pilot study was carried out in Busia County. The Choice of Busia County relied on the fact that IBP ranked Bungoma and Busia counties among the top 6 in Budget Transparency Index in Kenya with 69 and 63 points respectively (County Budget Transparency Survey 2022). It went ahead to note that the two counties submitted most budget documents to the Controller of Budget for requisition of funds which in turn ensured they were made available to the public in the right formats and versions. This enabled Civil Society in both counties to continue engaging with government to improve budget transparency.

3.8: Data reliability and validity

Critical considerations on data management were employed to ensure reliability and validity of the collected data as elaborated below.

3.8.1: Reliability

The data was gathered from people taking part in the Budget processes and budgetary control mechanisms for the county government of Bungoma. Secondary sources of data consulted were sought from reputable institutions and were quoted appropriately for reviewers and readers to easily seek more information if necessary. According to Joppe (2000), data is reliable if the results are constant at different points and if the data collected represent the investigated population when the procedure is repeated. In this study, Cronbach's alpha reliability coefficient was used to establish the internal reliability of the data collection instrument. The concept of reliability is supported by Field (2009) and Cooper and Schindler (2010), where an alpha value should be 0.7 or higher if the research is considered reliable.

3.8.2: Validity

To ensure the validity of the research instruments, including face and content validity, the researcher collaborated closely with research supervisors. Validity determines if the research measures what it was intended to measure or how truthful the research results were. To ascertain face validity, a pilot test was conducted on some budget control actors from Bungoma county. These were excluded from the study sample as a precautionary measure backed by studies by Saunders et al., (2007). Alignment with literature was used to test content validity to ascertain that that the instrument truly measured the theoretical construct and the variables employed. This was done to ensure the reliability of the data collection tool. Amendments were instituted on the data collection tools as seen necessary.

3.9: Data Collection

The consent of the University followed by consent of the senior administration of the County Government of Bungoma were sought before embarking on gathering data. Every questionnaire was followed by a cover letter containing a brief study description. The researcher hired two helpers to help avail the online questionnaires to the respondents and follow up to ensure effective responses. The informants were drawn from the three categories of budget control actors: county executive, county assembly and civil society.

3.10: Data Analysis Methods

After data cleaning and coding, qualitative responses from open-ended questions underwent analyses, with results presented as themes. Quantitative data for demographic and Likert-scale items was examined using descriptive statistics (frequencies, percentages, means, and standard deviations). Inferential analysis employed multiple regression to examine relationships between civil society engagement practices (budgetary monitoring,

petitions, and consultative forums) and public service delivery, using composite scores from Parts B, C, D, and E of the questionnaire. The regression model $Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \epsilon$ was used, where Y represented public service delivery and X1, X2, X3 represented the three civil society practices namely budgetary monitoring, petitions, and consultative forums respectively. Correlation analysis assessed relationship strengths, while ANOVA or t-tests compared perceptions across demographic groups. Results were presented through tables, charts, and narratives, integrating quantitative findings with qualitative insights for a comprehensive understanding of civil society's budgetary controls affect service delivery in Bungoma County.

3.11: Logistical and Ethical Considerations

The authorization letter to conduct this study was also provided by Kenyatta University. Consent was then sought from the National Commission for Science, Technology, and Innovation (NACOSTI) to obtain permission to carry out research on this topic. Other clearance was given by senior county government officials from Bungoma County as required. Participants were assured of confidentiality and anonymity from the moment they agreed to participate in the research until the study's findings were published. Thus, the collected data was treated with appropriate care and analysis to guarantee proper management and quality.

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND DISCUSSIONS

4.1 Introduction

The findings of this study on civil society budgetary controls and service delivery in Bungoma county, Kenya, are presented in this chapter. The section is organized as follows: the response rate, general information which includes gender, age, level of education, Number of fiscal years participated and the means through which they participated. Descriptive and Inferential statistics related to each of the research questions then follow.

4.2 Response Rate

This is the proportion of respondents who participated in the study. The response rate ascertains the quality of data and its accuracy and how representative the data is. According to Fincham (2008), the goal of researchers should be to obtain response rates approximating 60 percent, the importance of high response rate is to ensure the reliable data for the study. The target sample size was 138 and a total of 134 responses were received. As shown in Figure 4.1, this is 98% representation.

Table 4.1 Response Rates

| Category of Respondents | Target | Actual | Percentage (%) |
|------------------------------|--------|--------|----------------|
| Civil Society | 8 | 8 | 100 |
| County Employees | 125 | 121 | 96 |
| County Assembly Employees | 5 | 5 | 100 |
| Total | 138 | 134 | 97 |

Mugenda and Mugenda (2008) suggest that a response rate of 50% is deemed acceptable for analysis. The study notes that a response rate exceeding 50% and 70% are regarded as good and very good respectively. This makes it possible for the meaningful conclusions to be derived from the responses.

4.3 Demographics

In this section, the researcher identified the gender of the respondents, age, level of education and Number of fiscal years participated and the means through which they participated.

4.3.1 Gender

Respondents were asked to categorize their gender in order to check on their representation and ensure that the study didn't suffer from gender bias. The findings as presented in Figure 4.2 below demonstrated that a majority of the participants were male which represented 65% while 35% represented the female gender.

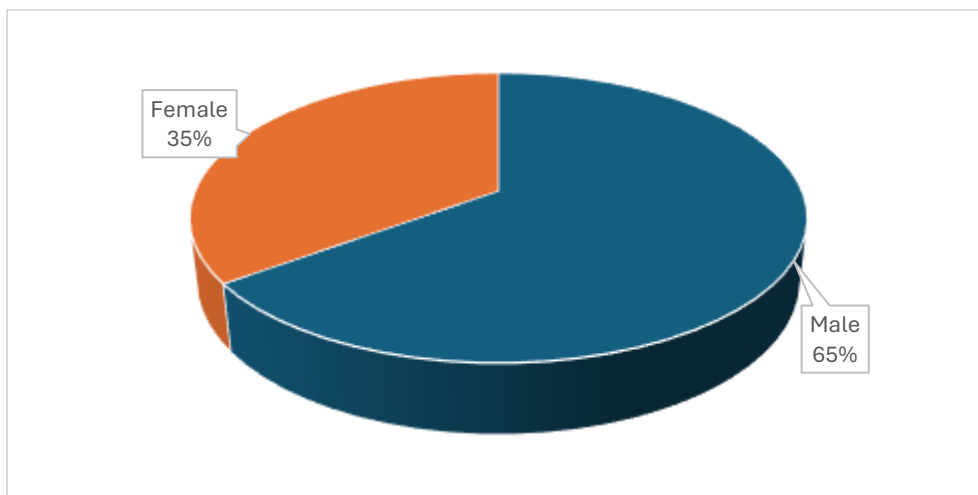


Figure 4.1 Gender

From these results, budgetary controls in Bungoma County seem to attract more of the male players than their female counterparts. Previous studies have connected this situation to restricted access to education and resources for women and girls, which hinder effective participation in important decision-making areas, such as budgeting processes, particularly in rural regions (Were, 2022). The results can also be attributed to institutional barriers, such as the absence of gender-sensitive policies, which would strategically position women to participate more effectively in budgeting matters and, consequently, in decision-making processes. The barriers are likely to be among others, promotion of women to positions that would enable them participate effectively in budgeting processes. This highlights the need to increase female participation in the budgeting process to ensure that the interests of all genders are represented.

4.3.2. Age

The age of the public servants and civil society members involved in provision of budgetary controls in Bungoma County was sought by the study. Understanding age characteristics ensures that the research is able to tailor recommendations to meet different age groups and inform policy makers and practitioners to design targeted interventions based on the same. The category in the age bracket of 31-45 years had the majority of the participants at 42% of the total respondents as shown in Figure 4.3. This was followed by the age bracket of 18-30 years at 34% and the least age bracket being above 45 years at 24%.

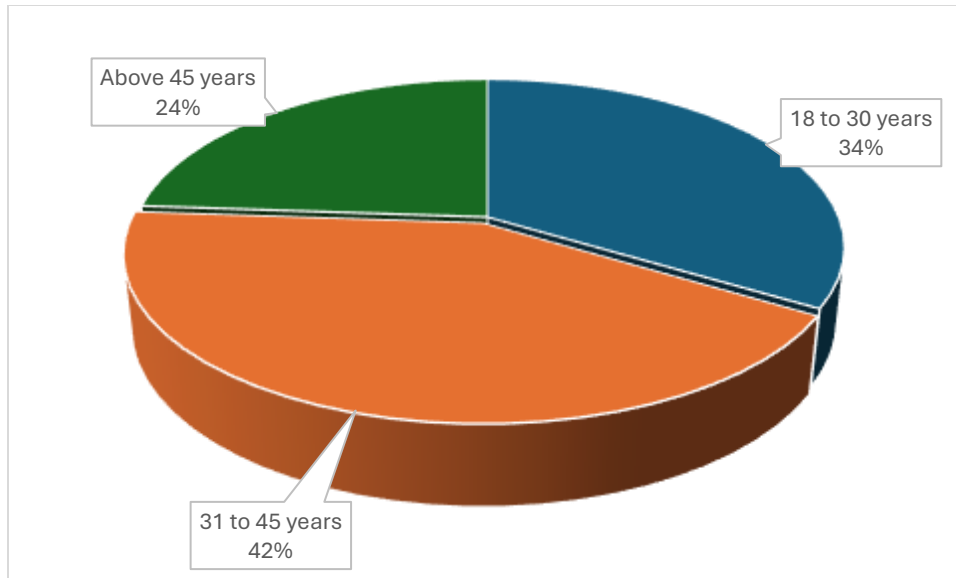


Figure 4.2 Age

The age between 31 and 45 represents the majority of the respondents participating in budgetary controls. This can be attributed to the fact that the age group represents an empowered cohort in the society in terms of capacity, careerwise and the feeling of being motivated to participate in budgeting processes. Youthful population between 18 and 30 years also seem to be taking up responsibilities in the budgeting space with a 34% representation in the study. This can be explained by their increased awareness and education on participatory budgeting initiatives brought about by youth empowerment programs and increased technological use.

The average age of individuals involved in budgetary controls across counties in Kenya can differ significantly. Nevertheless, research shows that participation tends to be consistent across age groups, indicating that both younger and older are equally inclined to take part (Kirwa, 2019). Of great interest is the ability of the youthful population between 18 and 30 to take part in budgetary control practices as portrayed in this study. Official

reports show that Kenya has a notably young population, with a substantial portion under the age of 35. This demographic trend brings both opportunities and challenges (UNICEF, 2024). It is essential to continuously enhance the capabilities of this youthful population and ensure their active involvement in budgetary processes to achieve sustainable development (Makau, 2022).

4.3.3. Level of Education

For all respondents were asked to provide data about their level of education. By this, the researcher can easily establish the reliability of the results. Generally, high level of education for participants significantly enhances the reliability of the results, as most respondents possess the expertise needed to provide adequate responses. The Figure 4.4 below showed that majority of the respondents had attained a bachelor's degree which represented 48.5%, this was followed by those who had attained Diploma at 34.3%, followed by high school at 9.0% and lastly those who had attained post graduate degree at 8.2%.

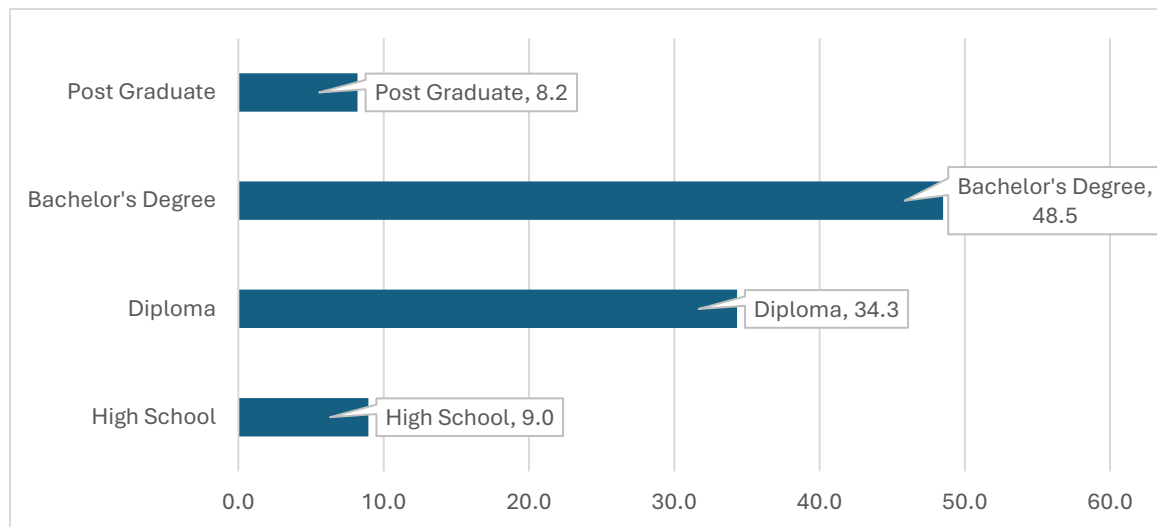


Figure 4.3 Level of Education

By design, budgeting processes and provision of controls requires some level of understanding financial data, prevailing economic principles for the county or country in question, and policy practice and their implications. This justifies why respondents must have come from different professional backgrounds that require higher education, such as governance, public administration, finance, and economics. Individuals who are educated would likely have access to information and resources to participate effectively in budgeting and provision of controls and aware of opportunities for participation.

Goldberg et. al., (2015) suggest that individuals with higher education levels, such as those with tertiary qualifications, are generally more inclined to engage actively in research activities. This includes higher completion rates and more involvement in discussions and other research-related tasks. The subject of the study involves a critical decision-making process in government and engagement with non-state actors, which necessitates a certain level of cognitive competence to navigate effectively.

4.3.4 Number of fiscal years participated

The number of fiscal years participated in civil society budgetary monitoring, presentation or receiving civil society petitions and participating civil society consultative forums of participants were also sought. The number of fiscal years participated provide the level of institutional knowledge they may have essential for ensuring consistency and continuity in budgetary practices. This will have an effect in the reliability of the provided responses. The majority of contributors had participated for three years representing 37%. This was followed by those who had participated for four years at 34% and lastly those who had participated for over four years at 29%. This is shown in Figure 4.5. This showed that data collected adhered to the validity of the study.

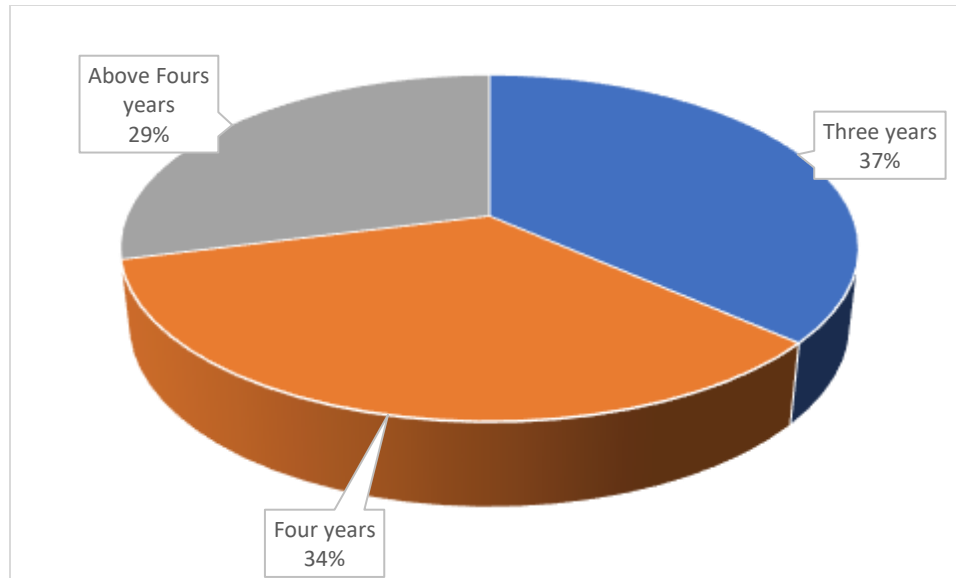


Figure 4.4 Number of fiscal years participated

From the results, the decline in proportional representation over successive fiscal years may reflect a natural cycle of participant turnover rather than mere fatigue. As individuals gain more experience, they may intentionally step back to create space for newer voices, fostering generational renewal and diversity in budget participation. According to Shaaban-Mwangi (2020), this shift could also signal a strategic redistribution of roles, where seasoned participants transition into mentorship or advisory capacities, while emerging actors take on more active engagement. Rather than a loss of motivation, this pattern might illustrate an evolving ecosystem of civic involvement shaped by both personal capacity and institutional complexity.

Research also shows that the effectiveness and overall success of the budgeting process can greatly improve with the number of years someone is involved in budgetary controls. For example, official reports from the Accounting Insights Team, (2024) indicate that individuals with extensive experience in budgetary controls usually have a better

understanding and greater expertise in the related processes. This experience enables them to make more informed decisions and contribute more effectively to the budgeting process.

4.3.5 Mode of participation

The mode through which participants participated was sought. By understanding the mode of participation, the researcher puts into perspective the approaches used by the civil society in executing budgetary controls and helps to establish the dynamics and effectiveness of each practice. A majority participated through consultative forums at 62%. This was followed by those who participated through budgetary monitoring at 32% and lastly those who participated through petitions at 6%.

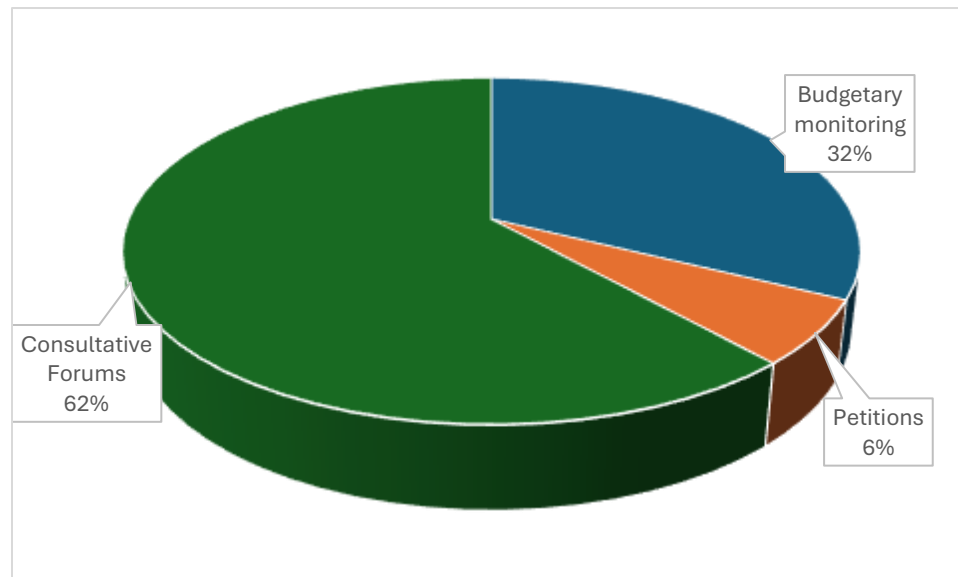


Figure 4.5 Mode of participation

Civil society consultative forums seem to be a more common approach for budgetary control than budget monitoring and petitions in Bungoma County. The researcher brings out the fact that while budget monitoring and petitions are crucial tools for accountability that can influence public service delivery, they tend to be more reactive and may not

facilitate the same level of direct interaction with policymakers. Consultative forums are therefore regarded as proactive approaches. Many of the consultative forums analyzed in this study, including the SWGs, CBEF, Public Sector Consultative Forum in Pre-budget stage, create open spaces and opportunities for budget stakeholders to engage directly with decision-makers, as noted by Richard, et al (2018).

4.4 Validity Test of Research Instruments

Validity of the research instruments was ascertained by a pilot test conducted on ten (10) respondents to gain insights on what the researcher would anticipate in the field. The pilot test identified and addressed errors that deemed confusing, whether respondents experienced any difficulty and time taken to respond to the questionnaire, facts strongly alluded to by Salomão, (2023). The test also ensured that the questionnaire effectively measured the right variables.

From the results, the time taken to respond to the questionnaire was long. The researcher identified elements of repetitions and omitted them significantly shortening the questionnaire and improving on the precision. The respondents generally gave feedback the questions were friendly and easy to answer.

4.5 Descriptive Statistics

Descriptive statistics were conducted on the three variables, budget monitoring, petitions and consultative forums on how they affect service delivery. These sections show the results and discuss the findings.

4.5.1 Civil Society Budget Monitoring and Service Delivery in Bungoma County

Respondents were asked to evaluate statements about budget monitoring using a 5-point Likert scale (1 for Strongly Disagree, 2 for Disagree, 3 for Neutral, 4 for Agree, and 5 for Strongly Agree). The ratings were analyzed using descriptive statistics, specifically means and standard deviation.

The findings in table 4.1 indicate that independent budget analysis by civil society has the strongest effects on improving public services with $M = 3.81$, $Std.D = 1.33$, where 81.3% rated from neutral to strongly agree, and 42.5% strongly agreed that analyzing proposed government budgets and sharing findings affects service delivery quality.

Overall, these statistics indicate that the majority of respondents view independent budget analysis by civil society positively, with many strongly believing it enhances public service delivery. A mean score close to 4 reflects a generally favorable perspective, leaning towards agreement. The value of 1.33 suggests moderate variability, indicating that while most respondents are in agreement, there are some differing opinions. The high percentage of 81.3% shows that most respondents acknowledge the positive effects of independent budget analysis on service delivery. Nearly half of the contributors (42.5%) agreed strongly, underscoring the perceived significance and effectiveness of civil society's independent budget analysis. However, the moderate variability in responses suggests that while there is broad agreement, some respondents may have varying levels of enthusiasm or experience regarding the effects of these analyses. These results align with multiple studies highlighting the beneficial effects of independent budget analysis conducted by civil society on public service delivery. The studies underscore the significance of transparency, accountability, and public participation. For instance, a 2023 IBP study in

Ghana, Indonesia, Nigeria, and Senegal examined how civil society organizations enhance budget transparency and accountability in various African nations. The study agreed with these findings, highlighting how independent budget analysis by civil society has led to better service delivery outcomes through more effective utilization of public funds.

Alternative budget initiatives showed moderate effects with $M = 3.68$, $Std.D = 1.18$, where 86.4% rated from neutral to strongly agree, with 38.3% agreeing that highlighting limitations within key sectors affects service responsiveness.

Overall, these statistics suggest that most respondents view alternative budget initiatives by civil society positively, with many acknowledging their moderate influence on improving public service delivery. The fairly consistent responses suggest a common understanding of the benefits these initiatives bring in terms of highlighting sectoral limitations and enhancing service responsiveness. A score of 3.68 in mean depicts that, on average, the informants perceive alternative budget initiatives as having a moderately positive effect on public service delivery, indicating a favorable perception that leans towards agreement. The standard deviation of 1.18 reflects relatively uniform responses, suggesting that most respondents share similar views on the influence of these initiatives. A significant majority (86.4%) rated their agreement from neutral to strongly agree, indicating that most recognize the positive influence of alternative budget initiatives on service delivery. Additionally, a notable portion of respondents (38.3%) agreed that identifying limitations within key sectors influences service responsiveness, highlighting the perceived value of alternative budget initiatives in pinpointing and addressing gaps in service delivery. Some studies have pointed to the positive effects of alternative budget initiatives by civil society on public service delivery, underscoring the importance of

transparency, accountability, and public engagement. UNDP (2016) examined five case studies of citizen engagement initiatives globally, discussing how alternative budget initiatives and active citizen participation can improve public service delivery by making budget allocations more responsive to community needs.

Social audits and public expenditure tracking demonstrated similar results with means of $M = 3.66$, $Std.D = 1.39$ and $M = 3.61$, $Std.D = 1.42$ respectively, both having 37.3% of respondents strongly agreeing with their influence.

Overall, these statistics indicate that respondents have a positive view of both social audits and public expenditure tracking, recognizing their moderate effect on enhancing public service delivery. The similar mean scores and high agreement percentages suggest that both activities are seen as valuable for promoting transparency, accountability, and effectiveness in public services. The mean scores of 3.66 for social audits and 3.61 for public expenditure tracking reflect a moderately positive effect. Although the score for public expenditure tracking is slightly lower, it still points to a favorable observation. Notably, an equal percentage of respondents (37.3%) strongly agree that both social audits and public expenditure tracking significantly influence public service delivery. This consistency in strong agreement highlights the perceived importance of tracking public expenditures in improving service delivery.

Ido (2019) carried out a study examining the Kenyan perspective on how civil society influences governance through social accountability apparatuses. This study explored various social accountability mechanisms, including social audits and public expenditure tracking. The findings demonstrated that social audits substantially influenced governance and service distribution in Kenya, while the influence of civic expenditure tracking was

found to be insignificant. Another study seemed to contradict the above findings and sought to validate the significance of public expenditure tracking and its influence on service delivery outcomes. The analysis of respondents' perceptions regarding civil society budget monitoring in Bungoma County aligned well with this perspective. It reveals several prominent themes related to accountability, efficiency, and service delivery improvement. The majority of respondents viewed civil society organizations (CSOs) as playing a crucial and positive role in enhancing public service delivery through various mechanisms. A primary theme that emerged was the CSOs' function as watchdogs over government spending and resource allocation. Respondents frequently highlighted how civil society budget monitoring serves as a "third eye" in scrutinizing public expenditure and exposing irregularities.

According to one respondent, *“Civil Society is like the voice of the people providing the extra pair of eyes to watch how public money is spent and making sure it serves the communities it’s meant to help.”*

This oversight role was particularly emphasized given the perceived limitations in formal oversight mechanisms, with some respondents noting that "the County Assembly that is supposed to oversight the executive has failed in its role." This revelation is backed up by a study that was carried out by Mlambo et. al., (2019) which sought to uncover the positive effect civil society has on good governance for counties in Africa. The study reveals that the function of civil society as an oversight body is ultimately effective for governments in terms of serving public needs.

The research also revealed CSOs' significant contribution to transparency and accountability through public participation as a media. Respondents emphasized how

CSOs act as intermediaries between the government and citizens, making budget information more accessible and understandable to the public. They facilitate community engagement in budget processes and enable citizens to voice their concerns about resource allocation and utilization. These findings affirm the perspective brought out by Munyigi, (2023) in a study that tried to underscore how important civil society civic participation can be in influencing service delivery outcomes of counties in Kenya. In this study, civil society emerge as with a crucial role in grassroots mobilization. Civil society is seen as intermediaries between the government and the public in taking care of people's needs thereby influencing service delivery. The value is seen in the way they take lead to guiding the community to voice their concerns with competent tools and materialized for strengthening governance processes.

Nafula, et al. (2016) carried out a study using fiscal monitoring surveys to evaluate the leakage of funds from exchequer before they reached their intended beneficiaries. Among other findings, the study identified challenges in service delivery and the leakage of public resources at different levels. It emphasizes how tracking public expenditures in sectors such as education, health, and agriculture can help minimize waste and improve outcomes.

The systematic evaluation of public records and user feedback showed the lowest mean ($M = 3.59$, $Std.D = 1.34$), though notably, 73.9% of respondents still rated this from neutral to strongly agree, with 33.6% strongly agreeing about its effect on service delivery acceptance.

Overall, these statistics indicate that while most respondents view it positively, they see it as having a somewhat lesser influence compared to other activities. The fairly consistent responses suggest a common understanding of its benefits in improving service delivery

acceptance. The mean score of 3.59 is slightly lower than that of other activities, reflecting a less favorable perception, yet it remains above neutral. This average score implies that, generally, respondents believe this approach where public documents are reviewed comprehensively for and user responses has a moderately positive effect on delivery of public services. A variability score of 1.34 indicates that while many respondents agree on its effects, there are some differing views. With a significant majority of respondents (73.9%) acknowledging this, it suggests that most recognize the positive influence of systematic evaluations on delivery of services. Approximately a third of respondents (33.6%) firmly believe that these evaluations significantly affect service delivery acceptance. This strong consensus emphasizes the perceived importance and effectiveness of this activity, even with its lower mean score. A review of indicators done by Pedrosa et. al., (2020) to evaluate the effectiveness of digital public services highlighted the critical role of user feedback and systematic evaluation in ensuring that public services meet quality standards and user expectations, underscoring their importance in enhancing service delivery.

Table 4.2 Budget Monitoring

| | S.D | D | N | A | S.A | | |
|---|------|------|------|------|------|------|-------|
| | % | % | % | % | % | Mean | Std.D |
| Alternative budget initiative highlighting affects responsiveness in public service delivery. | 9.0 | 4.5 | 21.8 | 38.3 | 26.3 | 3.68 | 1.18 |
| Conducting social audits to verify how public sector programmes and services are carried out affects accountability in delivery of public services. | 11.9 | 11.9 | 11.2 | 27.6 | 37.3 | 3.66 | 1.39 |
| Undertaking systematic evaluation of public records by civil society and user feedback affects acceptance of public service delivery by users. | 9.0 | 17.2 | 13.4 | 26.9 | 33.6 | 3.59 | 1.34 |
| Public expenditure tracking by civil society involving affects efficiency in public service delivery. | 12.7 | 12.7 | 12.7 | 24.6 | 37.3 | 3.61 | 1.42 |
| Conducting independent budget analysis by civil society affects the quality of public service delivery. | 9.7 | 9.0 | 14.9 | 23.9 | 42.5 | 3.81 | 1.33 |

4.5.2 Civil Society Petitions and Service Delivery in Bungoma County

Respondents provided information about petitions on a 5-point Likert scale, ranging from 1 (Strongly Disagree) to 5 (Strongly Agree). Means and standard deviations were calculated.

The findings in table 4.6 show that awareness and visibility on specific issues created by civil society petitions has the strongest influence on improving public services with $M = 3.99$, $Std.D = 1.15$, where 87.4% rated from neutral to strongly agree, with an equal distribution of 39.6% both agreeing and strongly agreeing about its effect on service delivery responsiveness.

The findings in general point to the fact that awareness and visibility in civil society petition affects the responsiveness to services by government. This is shown by the mean score of 3.99, closely leaning towards 4 on 5-point Likert scale. A standard deviation of 1.15 indicates some level of variability but not excessively high. This is therefore within the acceptable range. This is also confirmed by the fact a majority of the respondents (87.8%) were rated from neutral to strongly agree, indicating agreement that that awareness and visibility created by civil society affect the responsiveness to service delivery. The PolSci Institute, (2024) agrees that civil societies excel at raising awareness about issues that may otherwise go unnoticed. Through public petitions and other mechanisms like education campaigns, media engagement, and community outreach, they bring attention to important matters, mobilizing public support and influencing policy agendas thereby influencing the responsiveness of government on public services.

Content and clarity of civil society petitions showed considerable effect with $M = 3.89$, $Std.D = 1.15$, where 86.6% rated from neutral to strongly agree, with 36.6% agreeing about

its effects on the responsiveness to services. The findings show that the responsiveness to services delivery by government is a function of content and clarity of civil society petitions. However, a notable proportion of respondents as indicated by the standard deviation of 1.15 indicated variability in responses, although this was not excessively high. According to Shaw, (2021), clear and well-structured petitions enhance the understanding of the message both by the public and policymakers reducing the risk misinterpretation. The study reveals that such petitions help civil society advocacy efforts to be more concise and focused by clearly outlining the issues and desired outcomes. As a result, governments to be more responsive to their call to action thereby influencing the responsiveness of service delivery. Civil society takes a multifaceted dimension in trying to influence service delivery. Independence and credibility build trust with and presents with the face of an unbiased entity which effectively strengthens advocacy efforts with government. Expertise and Professionalism ensure competence in developing well researched and evidence-based petitions and recommendations. This expertise is essential for influencing complex budgetary decisions and ensuring that advocacy efforts are grounded in factual data. According to Ngorobi, (2015), these issues and other institutional factors including institutional strengthening, through improved governance, organizational structures, and accountability, increases the effectiveness of civil society organizations in delivering services. This was also confirmed by a respondent who testified that, “...when civil society earns trust through honesty and expertise, it becomes a voice government can't ignore. Their petitions aren't just paperwork but well-researched calls for change that speak for real people and their needs.”

Pressure exerted to decision-makers demonstrated similar results with $M = 3.83$, $Std.D = 1.27$, where 82.8% rated from neutral to strongly agree, with 38.1% strongly agreeing about its effect on accountability. Rosenberger et. al., (2022) explains how petitions function within democratic systems and their effects on political processes. The study presents three key roles of petitions as the parliamentary voice, the link with grassroots and mechanism for public mobilization. The study concludes that pressure influence policy, raise awareness, and mobilize public support.

The responsiveness of Government to civil society petitions, while showing the lowest mean ($M = 3.77$, $Std.D = 1.29$), still had 83.6% rating from neutral to strongly agree, with 36.6% strongly agreeing about its effects on client satisfaction with public service delivery.

Responsiveness of governments on civil society petitions can be attributed to petitions that align with government policy goals or those that influence public attention. High profile petitions such as those addressing governance malpractices attracting media attention and public scrutiny exert pressure on government to act. In Bungoma county, such situations are evident in the way civil society petitions have been handled and responded to in the past. For instance, Governor Lusaka Press Unit, (2024) reports a response given to a petition addressing transparency and accountability by suspending his County Executive Member for Agriculture for alleged misappropriation of funds.

Another petition that underscores the need for greater transparency, accountability, and adherence to good governance practices in Bungoma County is contained in Parliament of Kenya (2020), a petition highlighting corruption and governance malpractices by the Bungoma County Government. This petition highlighted misuse of public funds, irregular procurement processes, and lack of transparency in financial management, non-compliance

with constitutional provisions, statutory requirements, and other legal frameworks governing public administration. The petition among other things implicated the practices as having influenced negatively on service delivery and called for immediate action to address these issues to improve the quality of services provided to residents. The petitions triggered investigations by authorities into the allegations. This aligns well with the thematic analysis captured from the respondents on how well-presented petitions can influence change. Contributors in this study cited petitions as tools for influencing budgetary decisions and service delivery in Bungoma County primarily depends on several key factors. Evidence-based advocacy emerges as a crucial element, with respondents emphasizing the importance of backing petitions with credible data and real-life cases to enhance legitimacy. Studies indicate that engagement of petitioners such as the one demonstrated by Bungoma county government and oversight mechanisms such as parliament empowers communities and petitioners boosts their satisfaction with public service delivery. Credible data and real-life cases according to Geissler, (2020) strengthens the legitimacy of advocacy campaigns, invoking the power of persuasiveness of such interventions to policymakers. Strategic timing of petitions, particularly during budget formulation periods, significantly increases their effect on decision-making processes. Public support and mobilization also play vital roles, as petitions with broad community backing carry more weight with decision-makers. Additionally, the independence and expertise of civil society organizations, combined with their ability to maintain professional relationships with government officials while remaining objective, contributes to their effectiveness in influencing budgetary decisions thus influencing service delivery.

Table 4.3 Petitions

| | S.D | D | N | A | S.A | Mean | Std. D |
|---|------|-----|------|------|------|------|--------|
| | % | % | % | % | % | | |
| Content and Clarity of civil society petitions affects responsiveness of public service delivery. | 6.0 | 7.5 | 14.2 | 36.6 | 35.8 | 3.89 | 1.15 |
| Awareness and visibility on specific issues created by civil society petitions affects responsiveness to public service delivery. | 6.7 | 6.0 | 8.2 | 39.6 | 39.6 | 3.99 | 1.15 |
| The responsiveness of Government to civil society petitions affects client satisfaction with public service delivery. | 10.4 | 6.0 | 16.4 | 30.6 | 36.6 | 3.77 | 1.29 |
| Pressure exerted to Decision-Makers contained in Civil Society Petitions affects accountability in public service delivery. | 9.0 | 8.2 | 11.9 | 32.8 | 38.1 | 3.83 | 1.27 |

4.5.3 Civil Society Consultative Forums and Service Delivery in Bungoma County

Contributors to this study were asked to provide responses about descriptive elements on consultative forums on a 5-point Likert scale. The ranging was from 1 (Strongly Disagree) to 5 (Strongly Agree). The ratings were analyzed using descriptive statistics, to provide means and standard deviations.

The findings in table 4.11 shows that civil society engagement in CBEF has the strongest influence on improving services with $M = 3.92$, $Std.D = 1.12$, where 88.7% rated from neutral to strongly agree, with 38.3% strongly agreeing about its effect on service delivery

quality. Provision of feedback on budget proposals showed significant influence with M = 3.89, Std.D = 1.16, where 86.4% rated from neutral to strongly agree, with 37.6% strongly agreeing about its effect on accountability.

Civil society engagements at different budget cycle stages demonstrated notable influence with M = 3.88, Std.D = 1.24, where 86.6% rated from neutral to strongly agree, with 39.6% strongly agreeing. Civil society collaboration with government agencies showed similar results with M = 3.87, Std.D = 1.27, where 84.3% rated from neutral to strongly agree, with 40.3% strongly agreeing about its effect on transparency. Civil society participation in Sector Working Groups (M = 3.80, Std.D = 1.31) and Pre-Budget Public Sector Consultative Forum (M = 3.74, Std.D = 1.32) both showed moderate effect. The engagement with Budget and Appropriations Committee hearings, while showing the lowest mean (M = 3.64, Std.D = 1.32), still had 78.8% rating from neutral to strongly agree, with 32.6% strongly agreeing about its effect on service delivery efficiency.

Table 4.4 Consultative Forums

| | S.D | D | N | A | S.A | | Std. |
|--|-----|-----|------|------|------|------|------|
| | % | % | % | % | % | Mean | D |
| Provision of feedback on budget proposals, expenditure plans, and performance reports by Civil society in forums affect accountability to public service delivery. | 5.3 | 8.3 | 16.5 | 32.3 | 37.6 | 3.89 | 1.16 |
| Civil society engagements with government at different stages of the budget cycle affects accountability in public service delivery. | 9.0 | 4.5 | 15.7 | 31.3 | 39.6 | 3.88 | 1.24 |

| | | | | | | | |
|---|------|------|------|------|------|------|------|
| Civil society engagements with government at different stages of the budget cycle affects availability in delivery of public services. | 8.2 | 7.5 | 17.9 | 24.6 | 41.8 | 3.84 | 1.27 |
| Civil society collaboration with government agencies, ministries, and other stakeholders affects transparency of service delivery. | 9.0 | 6.7 | 12.7 | 31.3 | 40.3 | 3.87 | 1.27 |
| Participation in Sector Working Groups (SWGs) affects inclusivity in service delivery. | 10.4 | 6.7 | 14.2 | 29.9 | 38.8 | 3.80 | 1.31 |
| Civil society engagement in County Budget and Economic Forum (CBEF) quality of public services service delivery. | 4.5 | 6.8 | 18.8 | 31.6 | 38.3 | 3.92 | 1.12 |
| Civil society participation in Pre-Budget Public Sector Consultative Forum affects acceptability of public service delivery by the users. | 9.8 | 9.8 | 13.6 | 29.5 | 37.1 | 3.74 | 1.32 |
| Civil society engagement with Budget and Appropriations Committee hearings affects efficiency in delivery of services by the public. | 10.6 | 10.6 | 15.9 | 30.3 | 32.6 | 3.64 | 1.32 |

From this study, insights into civil society's involvement in the County Budget and Economic Forum, their feedback on budget proposals, participation in the budget cycle, engagement in SWGs, and interactions with assembly committee hearings reveal a notable and positive influence on the quality of service. Although responses varied, the high levels of agreement reflect support for the fact that civil non state actors influence service delivery in these contexts. With a high mean rating of 3.5 across the different areas, respondents

seem to have a strong belief that the type and manner of engagement of the civil society in different forms of consultative forums by government improves service provision. This is confirmed by the high agreement rates ranging from 78.8% to 88.7% effectively reflecting a similar consensus. The value given by respondents to these forms of engagement for their overall influence on service delivery is high based on a high percentage of agreeability between 32.6% and 40.3% in all areas.

Several studies discuss these consultative forums in the context of presenting opportunities for public participation and eventually influencing service delivery. Muriu et al. (2014) compiles case studies from five Kenyan counties namely; Elgeyo Marakwet, Taita Taveta, Homa Bay, Machakos and Bungoma. In this study, CBEF emerges as a crucial tool for involvement of the community in management of public financing. The study agrees with the fact that through CBEF, delivery of services in counties can be improved, as a function of enhanced accountability. The study also suggests that effective CBEFs can act as accountability mechanisms and ensure allocation and use of government resources prioritizing community needs.

The findings also align with a study that provided insights into the effect of civil society participation in budget cycle on service delivery. A descriptive study by Kimeu, (2018) in all 47 county governments in Kenya drew information from 49 civil society groups. The study demonstrated strong belief that the benefits of civil society are realized when they embed their efforts budgeting processes. Their participation has direct implications on accountability and positive outcomes of governance system. The author demonstrates clearly that interaction between civil society and county governments engage and consult effectively through the budget process. Civil society consultative forums with government

have demonstrated significant positive influence on transparency and inclusivity in budgetary decisions and service delivery. Respondents cite that these forums serve as platforms for diverse stakeholder voices, including marginalized groups, ensuring their needs are considered in budget allocation decisions. This was also asserted by a respondent who said that “...when civil society engages governments and policy makers, a number of things get influenced. Apart from policy change, the forums provide people, especially those often marginalized, an opportunity to have a say in how public money is spent and services are delivered.”

Respondents rated the county assembly engagements lowest with a mean of 3.64 with a neutral to strongly agree rating of 78.8%. This indicates that despite a perception of it being less influential compared to other areas, respondents consider it as important for service delivery. The low rating could be attributed to the fact that county assemblies only provide approval and oversight for budgets and are not budget implementers. It's at the point of implementation that services are delivered to the citizens exposing them to a range of perceptions on satisfaction with service provision. Despite that, respondents had confidence that the Budget and Appropriations Committee would contribute to service delivery. Oduor, (2014) agrees with the fact that budget and Appropriation Committees are opportunities for Public participation. He presents the committee as a forum for public participation in the budget process and cites that citizens and committee hearings ensure that priorities and the needs of the community are taken care of.

The analysis reveals several challenges and potential improvements for enhancing public service accessibility and quality in Bungoma County. Infrastructure inadequacies, particularly in healthcare facilities and road networks, emerge as significant barriers to

service delivery. Limited budget allocation and overdependence on external donors, especially in the health sector, hamper the county's ability to implement long-term development strategies.

Despite adequate opportunities for utilization of consultative forms, respondents cite limited access to information as one of challenges they face in exercising budgetary controls. Civil society for instance struggles to get accurate and timely budget information from government to facilitate their work. They consider this as deliberate efforts by government to undermine their efforts to effectively monitor and influence budgetary decisions as well as provide controls. This challenge was also noted by Magina, (2019). The researcher reveals that while having some acts of parliament in place is regarded as a significant step towards transparency, its implementation has faced numerous challenges noting that civil society struggles to access timely and accurate information hampers their ability to monitor and influence budgetary decisions effectively. Some research put to task the capacity of civil society to consume available budgetary data in their oversight work. For instance, Wennergren, (2014) conducted a study of open data in Kenya focusing on accessibility and accountability. The study reveals that despite evidence of efforts to ensure budgetary data is available, there is limited accessibility and usability by the civil society and the public. The paper cites factors such as internet access, data literacy, and underlying democratic deficits as contributing to this challenge.

4.6: Inferential Statistics

4.6.1 Correlation Analysis

A Pearson correlation coefficient calculated to examine the relationship between budget monitoring and service delivery in Bungoma County indicated a statistically significant,

weak positive correlation ($r = 0.206^*$, $p < 0.05$) as shown in table 4.2 below. This implies that as budget monitoring effectiveness increases, service delivery tends to improve, though slightly.

Table 4.5 Correlation Analysis; Budget Monitoring and Service Delivery

| | | Correlations | |
|-------------------|---------------------|-------------------|------------------|
| | | Budget Monitoring | Service Delivery |
| Budget Monitoring | Pearson Correlation | 1 | .206* |
| | Sig. (2-tailed) | | .020 |
| | N | 133 | 128 |
| Service Delivery | Pearson Correlation | .206* | 1 |
| | Sig. (2-tailed) | .020 | |
| | N | 128 | 129 |

*. Correlation is significant at the 0.05 level (2-tailed).

From the Pearson correlation, apart from civil society budget monitoring, other factors seem to be at play in enhancing public service delivery. This underscores the need to identify other variables that influence service delivery which could include governance and other systems strengthening related practices. Kerubo, (2019) confirms that indeed other factors influencing service delivery include governance structure, interventions meant to improve accountability including budget monitoring as demonstrated in this study, and staffing levels and qualifications. A p-value of less than 0.05 as demonstrated in this study, however, re-assures the researcher of confidence that there is a real, but weak, association between civil society budget monitoring and delivery of services.

When computed to determine the link petitions and service delivery, the analysis uncovered a weak but statistically significant positive correlation ($r = 0.189^*$, $p < 0.05$). This indicates that as the use of petitions increases, service delivery shows a slight improvement.

Table 4.6 Correlation Analysis between Petitions and Service Delivery

| | | Correlations | |
|------------------|---------------------|---------------------|------------------|
| | | Petitions | Service Delivery |
| Petitions | Pearson Correlation | 1 | .189* |
| | Sig. (2-tailed) | | .032 |
| | N | 134 | 129 |
| Service Delivery | Pearson Correlation | .189* | 1 |
| | Sig. (2-tailed) | .032 | |
| | N | 129 | 129 |

*. Correlation is significant at the 0.05 level (2-tailed).

Correlation analysis of consultative forums and service delivery revealed a statistically significant, weak to moderate positive correlation ($r = 0.234$, $p < 0.01$) as shown in table 4.12. This correlation was stronger than both budget monitoring and petitions, suggesting that consultative forums had a more substantial relationship with service delivery.

Table 4.7 Correlation Analysis between Consultative Forums and Service Delivery

| | | Correlations | |
|---------------------|---------------------|------------------------|------------------|
| | | Consultative Forums | Service Delivery |
| Consultative Forums | Pearson Correlation | 1 | .234** |
| | Sig. (2-tailed) | | .009 |
| | N | 129 | 124 |
| Service Delivery | Pearson Correlation | .234** | 1 |
| | Sig. (2-tailed) | .009 | |
| | N | 124 | 129 |

** . Correlation is significant at the 0.01 level (2-tailed).

This can be attributed to the fact that by design, the legal framework in Kenya makes mandatory provisions setting fundamental principles on inclusion of the marginalized populations and diverse groups of stakeholders in governance. The constitution of Kenya

2010 and other legislations protects the rights of marginalized groups by ensuring all matters governance is inclusive, transparent, and sensitive to community priorities. According to NDC Partnership (2024), civil society consultative forums with government offer budget actors the platform to exercise such constitutional provisions while undertaking government planning and budgeting processes. Many other reports done to review participation of the public in local service delivery like the put emphasis to the counties on the need to embrace inclusivity in among other governance components, budget allocation, to align well with the needs of the community. The findings reveal that consultative forums enhance transparency by allowing deeper scrutiny of fund allocation and expenditure, thereby reducing corruption risks and promoting accountability.

4.6.2 Regression Model Summary

A linear regression was performed to predict service delivery based on budget monitoring. The model depicts 3.5% of the variation in service delivery (Adjusted $R^2 = 0.035$). This suggests that, although budget monitoring is an important predictor of service delivery, 96.5% of the variability results from external factors not addressed in this research and the error term.

Table 4.8 Model Summary for Linear Relationship Between Budget Monitoring and Service Delivery

| Model Summary | | | | |
|--|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .206 ^a | .043 | .035 | .94370 |
| a. Predictors: (Constant), Budget Monitoring | | | | |

This presents a challenge for policymakers and budgetary control actors to consider widening the scope of the approaches used to improve service delivery while using budget

monitoring for better outcomes in service delivery. For practitioners, these findings emphasize the need to adopt a multifaceted approach to improving service delivery.

A linear regression was performed to predict service delivery based on civil society petitions. The model explains 2.8% of the variance in service delivery (Adjusted $R^2 = 0.028$), suggesting that petitions account for a small but significant portion of the variation in service delivery outcomes, while 97.2% of the variance is accounted for by other factors not considered in this study and error term.

Table 4.9 Model Summary for Linear Relationship Between Petitions and Service Delivery

| Model Summary | | | | |
|--------------------------------------|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .189 ^a | .036 | .028 | .94542 |
| a. Predictors: (Constant), Petitions | | | | |

A linear regression was performed to predict service delivery based on consultative forums as shown in table 4.13. The model explains 4.7% of the variance in service delivery (Adjusted $R^2 = 0.047$), indicating that consultative forums account for a larger portion of the variance compared to the other factors, though 95.3% of the variance were still accounted for by other factors not considered in this study and error term.

Table 4.10 Model Summary for Linear Relationship Between Consultative Forums and Service Delivery

| Model Summary | | | | |
|--|-------------------|----------|-------------------|----------------------------|
| Model | R | R Square | Adjusted R Square | Std. Error of the Estimate |
| 1 | .234 ^a | .055 | .047 | .92915 |
| a. Predictors: (Constant), Consultative Forums | | | | |

4.6.3 ANOVA for Linear Regression

The ANOVA results indicated a statistically significant linear relationship between budget monitoring and service delivery ($F(1, 126) = 5.598, p < 0.05$) as presented in Table 4.4.

This validates that the regression model is well-suited for the data.

Table 4.11 ANOVA for Linear Regression Between Budget Monitoring and Service Delivery

| <u>ANOVA^a</u> | | | | | | |
|--------------------------|------------|----------------|-----------|-------------|-------|-------------------|
| Model | | Sum of Squares | <u>df</u> | Mean Square | F | Sig. |
| | Regression | 4.985 | 1 | 4.985 | 5.598 | .020 ^b |
| 1 | Residual | 112.213 | 126 | .891 | | |
| | Total | 117.198 | 127 | | | |

a. Dependent Variable: Service Delivery
b. Predictors: (Constant), Budget Monitoring

The statistical significance of the F-value of 5.598 with a p-value of less than 0.05 gives a strong indication that the relationship between budget monitoring and service delivery rarely occurs by chance. This confirms to the researcher that service delivery is indeed influenced by civil society budget monitoring.

The ANOVA results confirmed a statistically significant linear relationship between petitions and service delivery ($F(1, 127) = 4.714, p < 0.05$) shown in table 4.9 below, indicating that the regression model is a good fit for the data.

Table 4.12 ANOVA for Linear Regression Between Petitions and Service Delivery

| <u>ANOVA^a</u> | | | | | | |
|--------------------------|------------|----------------|-----|-------------|-------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| | Regression | 4.213 | 1 | 4.213 | 4.714 | .032 ^b |
| 1 | Residual | 113.516 | 127 | .894 | | |
| | Total | 117.730 | 128 | | | |

a. Dependent Variable: Service Delivery
b. Predictors: (Constant), Petitions

The ANOVA results demonstrated a statistically significant linear relationship between consultative forums and service delivery ($F(1, 122) = 7.055, p < 0.01$) shown in table 4.14, confirming that the regression model is a good fit for the data.

Table 4.13 ANOVA for Linear Regression Between Consultative Forums and Service Delivery

| <u>ANOVA^a</u> | | | | | | |
|--------------------------|------------|----------------|-----|-------------|-------|-------------------|
| Model | | Sum of Squares | df | Mean Square | F | Sig. |
| | Regression | 6.091 | 1 | 6.091 | 7.055 | .009 ^b |
| 1 | Residual | 105.326 | 122 | .863 | | |
| | Total | 111.417 | 123 | | | |

a. Dependent Variable: Service Delivery
b. Predictors: (Constant), Consultative Forums

4.6.4 Regression Coefficients

Regression coefficients for Budget Monitoring and Service Delivery

The regression analysis revealed a statistically significant positive correlation between budget monitoring and service delivery ($\beta = 0.206, t = 2.366, p < 0.05$) as shown in Table 4.5. The unstandardized coefficient ($B = 0.181$) indicates that for each unit increase in the effectiveness of budget monitoring, service delivery is anticipated to improve by 0.181 units. The constant term (2.032) represents the expected value of service delivery when budget monitoring effectiveness is zero.

The regression equation can be expressed as:

$$\text{Service Delivery} = 2.032 + 0.181 * \text{Budget Monitoring} + \text{error term}$$

Table 4.14 Regression coefficients for Linear Relationship Between Budget Monitoring and Service Delivery

| Model | Coefficients ^a | | | | |
|---------------------|-----------------------------|------------|---------------------------|-------|------|
| | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
| | B | Std. Error | Beta | | |
| (Constant) | 2.032 | .300 | | 6.784 | .000 |
| 1 Budget Monitoring | .181 | .076 | .206 | 2.366 | .020 |

a. Dependent Variable: Service Delivery

These findings mean that enhancing monitoring of budgets can improve delivery of services, a fact that aligns with the broader literature that gives emphasis on improved public sector performance as a function of improved transparency and accountability. For example, Musiega et al. (2023) examined the effect of budget monitoring and accountability practices on the efficiency of county health systems in Kenya. They found out that the county health system got compromised by inefficient budget monitoring and accountability mechanism through weakened budget formulation and execution, being a contributing factor to the misappropriation of public funds and a hindrance to making decisions based on evidence. Effective budget monitoring therefore ensures that resources are allocated and utilized efficiently, which can lead to better service delivery results.

However, some challenges were identified in the effectiveness of civil society budget monitoring. Several respondents noted the need for capacity strengthening initiatives to enhance CSOs' ability to fulfill their monitoring roles effectively. These challenges could be attributed to the reasons why budget monitoring has a moderately positive effect on

service delivery. Respondents cited limited access to relevant information from duty bearers was cited as an impediment to their oversight function, a fact that is also shown in official reports by IBP, (2022). In their report dubbed The Kenya County Budget Transparency Survey (2021), IBP acknowledges that counties suffer from lack of access to comprehensive information pack on budgets and budgeting and cites this as a primary challenge. The inability to publish detailed budget documents makes it difficult for civil society to conduct effective budget monitoring and analysis of budget allocations, release and expenditures.

Despite these challenges, the overall perception was that civil society budget monitoring has contributed positively to service delivery improvements, particularly in sectors like healthcare. Respondents appreciated CSOs' role in promoting accountability, reducing corruption, and prudent utilization of public resources, ultimately fostering more responsive and accountable governance in Bungoma County.

Regression coefficients for petitions and Service Delivery

The regression analysis demonstrated a significant positive association between petitions and service delivery ($\beta = 0.189$, $t = 2.171$, $p < 0.05$) as depicted in table 4.10. The unstandardized coefficient ($B = 0.187$) signifies that for each unit increase in petitions, service delivery is anticipated to rise by 0.187 units. The constant term (1.981) denotes the expected value of service delivery when the effectiveness of petitions is zero.

The regression equation:

$$\text{Service Delivery} = 1.981 + 0.187 * \text{Petitions} + \text{error term}$$

Table 4.15 Regression coefficients for Linear Relationship Between Petitions and Service Delivery

| Model | Coefficients ^a | | | | | |
|-------|-----------------------------|------------|---------------------------|------|-------|------|
| | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. | |
| | B | Std. Error | Beta | | | |
| 1 | (Constant) | 1.981 | .350 | | 5.667 | .000 |
| | Petitions | .187 | .086 | .189 | 2.171 | .032 |

a. Dependent Variable: Service Delivery

In general, civil society petitions are an important tool for engaging in the government and contribute to service delivery improvements. Their influence is, however, to a limited degree. The weak positive correlation suggests the need to explore other factors that might be and how they interact with petitions they influence service delivery. correlation does not imply attribution but it's a predictor that demonstrates contribution to service delivery improvements. From this findings, civil society needs to interrogate the effectiveness of petitions as a tool for civic engagement and their potential to influence public services.

Van den Bekerom, (2021) agrees with this finding in a study which investigated the perception of citizens on service delivery conducted through a survey experiment interviewed 2,623 Dutch citizens. A key finding showed that public organizations were viewed more negatively for failing to provide competent services. The study went ahead to suggest that petitions and other forms of public feedback may not significantly improve perceptions or actual service delivery. Other revelations, petitions is said to be constrained by broader systemic and contextual factors, such as political will, resource allocation, institutional limitations, and the responsiveness of service providers and duty bearers. In Kenya, this was confirmed by Ngoyoni, (2021), who investigated how participation of the public would affect provision of government services. The descriptive study which targeted

268,002 residents had a sample size of 384. Among other findings, this study found out that while public participation including petitions enhances transparency and accountability, its direct influence on service delivery is often limited by other factors such as political will and resource allocation.

Considering these findings, policy makers and practitioners should prioritize exploiting how other contextual factors, such as the politics, public awareness, and the responsiveness of service providers, contribute to the relationship between civil society petitions and public service delivery. An understanding of a range of these factors could provide insights into how to effectively design more targeted and efficient intervention to influence service delivery.

Regression coefficients for Consultative Forums and Service Delivery

The regression analysis yielded a significant positive relationship between consultative forums and service delivery ($\beta = 0.234$, $t = 2.656$, $p < 0.01$). The unstandardized coefficient ($B = 0.220$) indicates that for each unit increase in consultative forums effectiveness, service delivery is expected to increase by 0.220 units. The constant term (1.838) represents the expected value of service delivery when consultative forums effectiveness is zero. The regression equation can be expressed as:

$$\textit{Service Delivery} = 1.838 + 0.220 * \textit{Consultative Forums} + \textit{error term}$$

Table 4.16 Regression coefficients for Linear Relationship Between Consultative Forums and Service Delivery

| Model | | Coefficients ^a | | | t | Sig. |
|-------|---------------------|-----------------------------|------------|---------------------------|-------|------|
| | | Unstandardized Coefficients | | Standardized Coefficients | | |
| | | B | Std. Error | Beta | | |
| | (Constant) | 1.838 | .333 | | 5.524 | .000 |
| 1 | Consultative Forums | .220 | .083 | .234 | 2.656 | .009 |

a. Dependent Variable: Service Delivery

Several factors can be attributed to why the preferred mode of civil society budgetary controls by the respondents was consultative forums in this research. Budget actors consider consultative forums as platforms for direct interaction with duty bearers, service providers, civil society and other stakeholders including the community. Engagement in these forums gives immediate feedback which can be prompt in influencing in service delivery. According to UNFCCC (2024), consultative forums designed to bring together civil society organizations, NGOs, trade unions, Indigenous Peoples, youth, women, and others are instruments of transparency, inclusivity, and accountability. The paper cites such forums provide a direct avenue for members to have dialogues with duty bearers in knowledge sharing, address processing project implementation process gaps and open opportunities for enhancing Indigenous Peoples' consultative capacity in projects thus improving service delivery. Orina et.al., (2024) agrees and presents an additional fact that the forums also provide opportunities for direct stakeholder engagement. In a descriptive study on stakeholder engagement strategies for service delivery in Kenyan county governments, the research found a close association between direct involvement interested parties and individuals and the quality of service offered by government. The interaction of these factors makes consultative forums strategic for civil society. Additionally,

Adaptation Research Alliance (2021) alludes to the fact that consultative processes have the potential to effectively assist communities identify research needs and opportunities that would ensure services are aligned with their needs. The context of this article however was not taken from counties in Kenya.

Respondents, however, cited that the success of implementing feedback and recommendations from these consultative forums largely depends on the government's commitment. The Council of Governors (CoG) acknowledges that recommendations from consultative forums are likely to be effectively implemented if county governments express commitment by providing political good will and incorporating feedback (CoG, 2021), underscoring the importance of government support in actioning civil society recommendations. Kariithi et al. (2022) conducted a study on the determinants of public financed projects in Kiambu County. The inquiry examined political factors and their effect on county development projects in 12 sub counties in the county. The study highlighted the importance of political support in translating civil society resolutions and recommendation into action by government revealed a positive and significant effect political goodwill on the implementation public projects.

Some levels of political resistance were cited by respondents as undermining their budgetary control efforts. Civil society occasionally experience pushback from some political entities who are not always comfortable interacting with them for fear of losing control over their budgetary decisions. Resistance mostly manifests in the form of hostility and inability to respond to petitions and memos. Keshine (2018) explores how public participation contributes to the improvement of the budget-making process in Laikipia County. The researcher acknowledged political resistance as a factor undermining civil

society budget advocacy and monitoring efforts. The study suggests several solutions is addressing political decisions, among others, utilization of appropriate modes of sharing information, taking a consultative approach on budget issues, and empowering the public.

To address these challenges, respondents suggest comprehensive planning and budgeting during annual implementation plans, timely release of allocated resources, and strengthening sector working groups. Additionally, improving communication between service providers and residents, establishing clear feedback mechanisms, and implementing anti-corruption measures are recommended to enhance service delivery. The data also emphasizes the need for increased investment in healthcare infrastructure and proper policies to ring-fence allocated funds from being redirected.

CHAPTER FIVE

SUMMARY, DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter provides a summary of the study findings presented based on the objectives, conclusion, and recommendations.

5.2 Summary of Findings

This study analyzed the effects of civil society budgetary control mechanisms on service delivery. The specific objectives that guided the study include; determining the effect of budget monitoring on service delivery, examining the effects of petitions on service delivery and evaluating the effects of consultative forums on service delivery in Bungoma County.

5.2.1 Civil Society Budget Monitoring on Service Delivery

The first objective was establishing whether civil society budget monitoring influences service delivery in Bungoma County. A primary theme that emerged presents civil society's function as watchdogs over government spending and resource allocation. Respondents frequently highlighted how civil society budget monitoring serves as a "third eye" in scrutinizing public expenditure and exposing irregularities. This oversight role was particularly emphasized given the perceived limitations in formal oversight mechanisms like the county assembly.

A Pearson correlation coefficient was calculated to examine this relationship. The results indicated a statistically significant, weak positive correlation which suggested that as budget monitoring effectiveness increases, service delivery tends to improve, though not

extensively. A linear regression was also performed to predict service delivery based on budget monitoring. The results indicated that while budget monitoring is a significant predictor of service delivery, other factors also accounted for the variance which were not factored in this study. The regression analysis yielded a statistically significant positive relationship between budget monitoring and service delivery with an unstandardized coefficient which suggested that for each unit an increase in budget monitoring effectiveness, service delivery was also expected to increase by some units.

5.2.2 Civil Society Petitions and Service Delivery.

The second objective examined the effects of petitions on service delivery in Bungoma County. A Pearson correlation coefficient was calculated to examine this relationship. The independence and expertise of civil society organizations, combined with their ability to maintain professional relationships with government officials while remaining objective, contributes to their effectiveness in influencing budgetary decisions thus influencing service delivery. Emerging themes suggest that the outcomes of civil society petitions depend on evidence-based advocacy as a crucial element.

The Pearson correlation analysis revealed a statistically significant, weak positive correlation which indicated that as the use of petitions increases, service delivery showed a slight improvement. A multiple linear regression was also performed to predict service delivery based on civil society petitions. The model explained a variance in service delivery suggesting that petitions account for a small but significant portion of the variation in service delivery outcomes. However other factors not factored in this study also accounted for the change of service delivery. The regression analysis performed showed a significant positive relationship between petitions and service delivery with an unstandardized

coefficient which indicated that for each unit an increase in petitions, service delivery was expected to increase by some units.

5.2.3 Civil Society Consultative Forums and Service Delivery.

The third objective evaluated the effects of civil society consultative forums on service delivery in Bungoma County. Consultative forums are regarded as more proactive approaches than budget monitoring and petitions. The study found that the forums demonstrated significant positive effect on transparency and inclusivity in budgetary decisions and service delivery. The forums serve as platforms for diverse stakeholder voices, including marginalized groups, ensuring their needs are considered in budget allocation decisions. The forums also enhance transparency by allowing deeper scrutiny of fund allocation and expenditure, thereby reducing corruption risks and promoting accountability. These forums foster inclusivity by enabling community participation in decision-making processes and creating opportunities for direct dialogue between citizens and government officials.

Correlation analysis of consultative forums and service delivery revealed a statistically significant, weak to moderate positive correlation. This correlation was stronger than both budget monitoring and petitions, suggesting that consultative forums had a more substantial relationship with service delivery. A linear regression was performed to predict service delivery based on consultative forums. The model explained a variance in service delivery indicating that consultative forums account for a larger portion of the variance compared to the other factors. However, the results also indicated that other factors not part of this study also contributed to changes in service delivery. The regression analysis yielded a significant positive relationship between consultative forums and service delivery with

an unstandardized coefficient that indicated that for each unit an increase in consultative forums effectiveness, service delivery is expected to increase.

5.3 Conclusion

This study investigated the influence of civil society budgetary control mechanisms on service delivery in Bungoma County. Based on the findings, the study concludes as follows;

There is a positive influence of civil society budget monitoring on service delivery in Bungoma County. This relationship was not very strong, indicating that while budget monitoring exhibited a constructive influence on service delivery, other factors not investigated in this study also played a part in influencing the overall outcome of service delivery. The study concludes that civil society budget monitoring is important in promoting quality and efficiency public service delivery, but it needs to be practiced alongside other mechanisms to realize optimal outcomes.

There exists a positive effect of civil society's petitions on service delivery in Bungoma County. The effect, however, accounted for a small proportion of the overall variation suggesting contribution from other factors not investigated in this study on the overall public service delivery. Therefore, the study concludes that civil society petitions are an important mechanism in advancing public service delivery, but its practice requires integration with other approaches for optimal outcomes.

Civil society consultative forums have a positive influence on service delivery in Bungoma County. The effect is more profound compared to budget monitoring and petitions giving the impression that consultative forums account for a larger portion of the variation in

service delivery compared to the two other factors studied. The relationship is, however, not very strong, indicating that other factors not investigated in this study also contribute to the overall outcome of service delivery. The study therefore affirms the significance of consultative forums in influencing public service delivery, but optimal outcomes can be realized by employing multifaceted approaches incorporating various other strategies not part of this study.

5.4 Contributions of the Study to the Existing Body of Knowledge

This study investigated the relationship between civil society budgetary control mechanisms and service delivery in Bungoma County. The study provides scholarly literature civil society budget monitoring, petitions and consultative forums. Researchers and scholars will find this literature useful as it explains how the variables are related. This literature provides in-depth insights that will be of great help to researchers and scholars in explaining how the variables are related. The empirical evidence provided by this study will also be useful to practitioners and policy makers in management.

5.5 Recommendations for Policy and Practice

Based on the findings of this study, the following recommendations are made:

Government and civil society to design a holistic approach to enhance service delivery. Strengthening budget monitoring, petitions and consultative forums is a viable strategy but requires adoption of other approaches to address other determinants of public service delivery. There is therefore need for a holistic approach for enhancing service delivery.

The County Government of Bungoma to institute measures to provide sufficient and timely budget information to the civil society. This will enable them to analyze and package their

petitions and other presentations timely and more effectively to enhance meaningful engagements.

Stakeholders in governance to design programs that builds the capacity of civil society in consumption of budgetary data. This will empower the civil society to better understand and engage with public financial information, in their oversight work to improve on their accessibility and usability. This will improve on the quality of engagements in consultative forums leading to improved budgetary controls and service delivery outcomes.

The County government of Bungoma to institute mechanisms to improve communication between service providers and the community. Effective communication ensures that the community is well-informed about availability and accessibility to services. It also enhances feedback mechanisms from the community effectively enhancing satisfaction of the public to service delivery.

The county government and civil society in Bungoma to structure regular dialogue to improve working relations. Consistent and open communication between these entities can help address misunderstandings effectively providing solutions to potential political resistance that manifest in the forms of hostility and disregard for civil society concerns. This will reduce the pushback experienced by civil society in undertaking their constitutional roles for optimal realization of service delivery and other outcomes of budgetary controls.

5.6 Recommendations for Further Studies

The common trend in the findings for this study showed a positive influence of all the three variables, civil society budget monitoring, petitions and consultative forums on service

delivery in Bungoma County. The correlation of the variables with service delivery was however weak, suggesting that they accounted for a small proportion of the overall outcomes of service delivery. This indicates that there are other factors influencing public service delivery that the study suggests they be investigated. On the said factors, the study suggests conducting longitudinal studies to see if the relationship changes over time or using different statistical methods to explore the data.

Civil society budgetary controls in considered actions by non-stake actors in providing oversight and for budget allocation and implementation. The approach comes from factors outside confinement of government as provided for in the constitutions. There are also internal government mechanisms that provide budgetary controls, which include institutions and practices established under the constitution and various other Acts of Parliaments. Therefore, this research suggests that further studies be conducted to establish how the internal government mechanisms and practices on budgetary controls influence public service delivery and compare the results.

REFERENCES

- AccountingInsights Team. (2024). Budgetary control: Principles, objectives, and processes. Financial Planning and Analysis. Accounting Insights.
- Adan, H. (2012). Influence of stakeholders' role on performance of constituencies
- Adaptation Research Alliance. (2021). Consultative processes workstream: Identifying research needs and opportunities. Adaptation Research Alliance. Retrieved from Adaptation Research Alliance.
- Agu, C. E. (2006). Budgeting and budgetary control in business organisation. A case study of Emenite Nigeria Limited, Emene, EnuguBranch. Retrieved from /pro/management/acc6.doc.[http://www. caritasuni.edu.ng](http://www.caritasuni.edu.ng)
- Agu, C. E. (2006). Budgeting and budgetary control in business organisation. A case study of Emenite Nigeria Limited, Emene, EnuguBranch. Retrieved from /pro/management/acc6.doc.[http://www. caritasuni.edu.ng](http://www.caritasuni.edu.ng)
- Alade, M.E., Owabumoye, M.O., & Olowookere, J.K. (2020). Budgetary control mechanism and financial accountability in Ondo State Public Sector. Accounting and Taxation Review, 4(2): 134-147
- Ali, S., Nchaga, A., & Wepukhulu, J. (2021). Devolution and service delivery in the public service in Kenya, a case study of Marsabit County.
- Andrew, S. N., Albert, O., Ngoze, M., (2016) Budgetary Control and Financial Performance in Public Institutions Of Higher Learning In Western Kenya.
- Andrews, M., Cangiano, M., Cole, N., De Renzio, P., Krause, P., & Seligmann, R. (2014). This is PFM (No. rwp14-034). Harvard Kennedy School. Retrieved from <https://ir.ucc.edu.gh/xmlui/bitstream/handle/123456789/4089/Budgeting%20and%20Budgetary%20Control%20in%20GHS.pdf?sequence=1&isAllowed=y>

- Basward, F., Mugo, M., & Kimani, G. (2021). The Extent of Correlation Between the Budgetary Process Elements of Budgetary Control and Budgetary Participation with Service Delivery in Institutions of Higher Learning in Kenya: The Case of Multimedia University of Kenya. *International Journal of Scientific and Research Publications (IJSRP)*, 11(9), 50–56. <https://doi.org/10.29322/IJSRP.11.09.2021.P11708>
- Bianchi, C. (2021). Fostering Sustainable Community Outcomes through Policy Networks: A Dynamic Performance Governance Approach.” In Meek, J. (ed). *Handbook of Collaborative Public Management*, pp. pp. 333–356. Cheltenham, UK: Elgar.
- Bisong, D. B., & Ogwumike, J. H. C. (2020). Citizen participation in budgetary processes and effective governance in Nigeria. *Journal of Public Administration and Social Welfare Research*, 5(2)
- Bohle, D., Greskovits, B., & Martin, D. (2013). Petitions and participatory mechanisms: Unequal dialogues in democratic settings
- Bradley, S., Mahmoud, I.H. & Arlati, A. (2022). Integrated Collaborative Governance Approaches towards Urban Transformation: Experiences from the CLEVER Cities Project. *Sustainability*, 14, 15566. <https://doi.org/10.3390/su142315566>
- Cooper, D. R., & Schindler, P. S. (2010). *Business Research Methods* (11th ed.). McGraw-Hill Education.
- Council of Governors. (2021). *Report on Proceedings of High-Level Consultative Forum on Health Policy and Legislative Barriers*.
- Curristine, T., Lonti, Z. and Joumar, D.1. (2007). Improving Public Sector Efficiency: Challenges and Opportunities. *OECD Journal on Budgeting*, 7(1): 1608-7143.
- Daristu, E. (2022). Performance contracting and service delivery in county governments in Kenya: A case study of Kakamega County [Master’s thesis, Pan Africa Christian University]. PAC University Repository.

- Douglas, S., Ansell, C., Parker, C.F., Sørensen, E., Hart, P.T. & Torfing, J. (2020). Understanding Collaboration: Introducing the Collaborative Governance Case. *Databank, Policy and Society*, 39(4), pp. 495-509. <https://doi.org/10.1080/14494035.2020.1794425>
- Eregae, J. K., Mokaya, S. O., & Gikunda, R. M. (2019). Service Delivery in Devolved Government System in Kenya: A Case Study of Isiolo County Government. Ethics and Anti-Corruption Commission. (2014). Report on Impact Assessment of the Corruption Eradication Indicator under the Performance Contracting Framework in Kenya for the Period 2007-2014.
- Fabian, M., Hasan, S., & Guerrero, J. P. (2022). Public participation in the budget process: A new approach. Public Financial Management Blog, International Monetary Fund. <https://blog-pfm.imf.org/en/pfmblog/2022/08/public-participation-in-the-budget-process-a-new-approach-posted-by-marianne-fab>
- Field, A. (2009). *Discovering statistics using SPSS (3rd ed.)*. Sage Publications
- Fincham, J.E. (2008) Response Rate and Responsiveness for Surveys, Standards, and the Journal. *American Journal of Pharmaceutical Education*, 72, 43. - References - Scientific Research Publishing. (n.d.). <https://www.scirp.org/reference/referencespapers?referenceid=1149041>
- Fox, J. (2015). Social accountability: What does the evidence really say? *World Development*, 72, 346–361. <https://doi.org/10.1016/j.worlddev.2015.03.011>
- Gai, I., & Jeths, M. (2018). Citizen voice for WASH-IWRM integration in devolved governance: lessons from Watershed Kenya. Loughborough University. [Conference contribution]. <https://hdl.handle.net/2134/35713>
- Geissler, A. (2020). The power of evidence: How credible data shapes advocacy and influences policy decisions
- Githinji, J. (2021). The procedure to petition a county assembly in Kenya. AfroCave

- Goldberg, L. R., Bell, E., King, C., O'Mara, C., McInerney, F., Robinson, A., & Vickers, J. (2015). Relationship between participants' level of education and engagement in their completion of the Understanding Dementia Massive Open Online Course. *BMC Medical Education*, 15(1), 60. <https://doi.org/10.1186/s12909-015-0344-z>
- Governor Lusaka Press Unit. (2024). Governor Lusaka responds to petition by suspending County Executive Member for Agriculture over alleged fund misappropriation. *Business Radar Kenya*. <https://www.businessradar.co.ke/blog/2024/10/17/full-list-of-bungoma-county-executive-committee-cec-members-and-their-roles/>
- Gowan, M., Seymour, J., Ibarreche, S. and Lackey, C. (2001), "Service Quality in a Public Agency: Same Expectations but Different Perceptions by Employees, Managers, and Customers", *Journal of Quality Management*, Vol. 6, pp. 275-291.
- Hyde, A. C. (1992). The Development of Budgeting and Budget Theory: The Threads of Budget Reform. In A.C. Hyde (Ed.), *Government Budgeting: Theory, Process, Politics* (pp. 1-6).
- Ido, A. M. (2019). Social accountability mechanisms, government regulations and governance: A study of civil society organizations in Kenya (Doctoral dissertation, Jomo Kenyatta University of Agriculture and Technology)
- International Budget Partnership. (2022). The Kenya County Budget Transparency Survey 2021: Publish what you produce. International Budget Partnership. <https://internationalbudget.org/publications/the-kenya-county-budget-transparency-survey-2021/>
- Jason, L & John, K., (2019). Budget Credibility in Kenya, International Budget Partnership.
- Joppe, M., (2000). The Research Process, Retrieved February 25, 1998, from <http://www.ryerson.ca/~mjoppe/rp.htm>
- Kainda, N. & Njoroge, J. (2022). Stakeholder Consultations and Service Delivery in Meru County Government, Kenya. *Journal of International Business, Innovation and Strategic Management*, 6 (2), 1 – 15

- Kariithi, J. W., & Mbugua, D. (2022). Factors Influencing Implementation of County Development Funded Projects in Kenya: A Case of Kiambu County. Department of Business Administration, School of Business, Jomo Kenyatta University of Agriculture and Technology.
- Kawoya, S., Muna, W., & Mungai, J. (2018). Effects of county budgeting forums on service delivery in Kenya: The case of Kajiado County. *American Journal of Public Policy and Administration*.
https://www.academia.edu/95769395/Effects_of_County_Budgeting_Forum_on_Service_Delivery_in_Kenya_The_Case_of_Kajiado
- Kazeem, O. F., Hakeem, O. F., & Reuben O. O. (2014). Budgetary and management control system for improved efficiency in public sector: *Scholarly Journal of Business Administration*, 4(2); 44-52.
- Kerubo, R., & Muturi, W. (2019). Factors influencing quality of service delivery in county governments in Kenya. *International Journal of Scientific and Technology Research*, 5(5).
- Keshine, M. (2018). The role of public participation in enhancing budget making process: The case of Laikipia County (Master's thesis, University of Nairobi). University of Nairobi Digital Repository.
- Kimeu, E., & Zhixia, C. (2018). Influence of Civil Society Participation on Accountability and Governance System Performance in County Governments in Kenya. College of Public Administration, Huazhong University of Science and Technology.
- Kirwa, G. J. (2019). Socio-economic determinants of public participation: A case study of the budgetary processes in Nandi County (2014-2017). University of Nairobi.
- Kothari, C. (2004). *Research Methodology: Methods & Techniques*. 2nd Ed. New Delhi, India: New age International Publishers.
- Krafchik, W. (2004). "Can civil society add value to budget decision-making?" *Citizen Participation and Pro-Poor Budgeting*. New York: United Nations Department of Economic and Social Affairs

- Leston-Bandeira C. (2019) 'Parliamentary Petitions and Public Engagement: An Empirical Analysis of the Role of e-Petitions', *Policy & Politics*, 47, 415–436.
- Machyo, R. (2015). An Assessment of the Effects of Budget Interpretation on Budgetary Control: A Case Study of Uasin Gishu District Hospital. *European Journal of Business and Management*.
- Magina, A. (2019). Access to information in Kenya: A critical analysis of the Access to Information Act 2016 (Master's thesis, University of Nairobi). University of Nairobi Digital Repository.
- Makau, W., & Maamun, M. (2022). Investing in the youth to realize demographic dividends in Kenya. Kenya Institute for Public Policy Research and Analysis (KIPPRA) Discussion Paper No. 292.
- Marleau, R., and Montpetit, C. (2000) *House of Commons Procedures & Practice*, Ottawa.
- Martínez Barranco Kukutschka, R. (2016). Civil society budget monitoring. *Transparency International*. Retrieved from https://knowledgehub.transparency.org/assets/uploads/helpdesk/CSO_budget_monitoring_2016.pdf
- Masiega, C., Mutisya, M., & Wanjiru, R. (2023). Budget monitoring and accountability mechanisms and their influence on health systems in Kenyan counties: A multiple-case qualitative study
- McDonough, A., & Rodríguez, D. C. (2020). How donors support civil society as government accountability advocates: A review of strategies and implications for transition of donor funding in global health. *Global Health*, 16, 110. <https://doi.org/10.1186/s12992-020-00628-6>
- Mlambo, V. H., Zubane, S. P., & Mlambo, D. N. (2019). Promoting good governance in Africa: The role of the civil society as a watchdog. *Journal of Public Affairs*, 20(1), e1989. <https://doi.org/10.1002/pa.1989>

- Mugenda, O. M., & Mugenda, A. G. (2008). *Research Methods: Quantitative and Qualitative Approaches*. Acts Press.
- Mukah, S. T. (2018). Budgetary control and performance: The case of councils in Mezam and Momo divisions of Cameroon. *Journal of Business and Management Research*, 7(3), 36-49.
- Mukokoma, M. (2010). The 'People's Budget' and Budget Effectiveness: The Case of Local Governments in Uganda. *Public Administration and Development*, 30(2), 77-91.
- Munene, J. W., & Thakhathi, D. R. (2017). An analysis of capacities of civic society organizations (CSOs) involved in promotion of community participation in governance in Kenya. *Journal of Public Affairs*, 17(4), 1668.
- Munyao, F. M. (2019). The influence of public participation on public accountability in Kenya: The case of Kitui County. University of Nairobi. http://erepository.uonbi.ac.ke/bitstream/handle/11295/108760/Munyao_The%20Influence%20Of%20Public%20Participation%20On%20Public%20Accountability%20In%20Kenya.pdf
- Munyigi, G. S., Iravo, A. M., & Moronge, M. (2023). Role of civil society civic participation on performance of devolved units in selected county governments in Kenya. *Journal of Public Affairs*, 20(1), e1989. <https://doi.org/10.5281/zenodo.8159001>
- Muriu, A. R., Mbai, G., Lakin, J., & Flynn, R. (2014). County Budget and Economic Forums (CBEFs) and Public Participation in Kenya: A Synthesis of Case Studies from Five Counties.
- Muthui, A. K., Chirchir, M. K., & Ayao, E. (Year). *An Assessment Of Factors Influencing Service Delivery In County Governments In Kenya: A Study Of County Government Of Kitui, Kenya*. Kenya School of Government, Baringo.
- Mutungi, Z. W. (2017). Effects of Budgeting and Budgetary Control on Financial Performance of Devolved Government in Kenya (Unpublished master's thesis). University of Nairobi.

- Nafula, N., Nguli, S., & Mwangi, S. W. (2016). Public expenditure tracking surveys in Kenya: Lessons from education, health and agriculture. Institute of Economic Affairs (IEA-Kenya). <https://ieakenya.or.ke/publications/public-expenditure-tracking-surveys-in-kenya-lessons-from-education-health-and-agriculture/>
- National Council for Law Reporting. (2020). Petition to County Assemblies (Procedure) Act, No. 15 of 2020
- NDC Partnership. (2024). Whole-of-Society Approaches to Inclusive Stakeholder Engagement (Best Practice Brief).
- Nelson-Nuñez, J. (2018). Substitution or Facilitation: Service-Delivery NGOs and Political Engagement in the Peruvian Amazon. *Journal Title*, 52(3). <https://doi.org/10.1177/001041401877>
- Ngorobi, J. M. (2015). The influence of institutional strengthening on service delivery in civil society organizations: The case of I Choose Life – Africa [Master's thesis, University of Nairobi]. University of Nairobi Institutional Repository. <https://erepository.uonbi.ac.ke/handle/11295/90598>
- Ngoyoni, C. K. (2021). Influence of public participation on service delivery in counties in Kenya: The case of Isiolo County (Master's thesis, University of Nairobi). Retrieved from <https://erepository.uonbi.ac.ke/handle/11295/160664>
- Odhiambo, M., & Opiyo, R. (2017). Effective Public Participation Mechanisms in Mombasa, Kilifi, Taita Taveta and Kajiado Counties. TAKE PART (Towards Accountability through Kenyans Empowerment in Participation and Active Request for Transparency). CISP - Comitato Internazionale per lo Sviluppo dei Popoli - International Committee for the Development of Peoples
- Odhiambo, M., & Wamugo, M. (2017). Effective public participation mechanisms in Mombasa, Kilifi, Taita Taveta, and Kajiado Counties. CISP.
- Oduor, C. O. (2014). Handbook on County Planning, County Budgeting and Social Accountability.

- Office of the Auditor-General. (2023). Auditor-General's Report on the County Governments County Assemblies 2021-2022, Volume 2.
- Ogwang, O. G., Obici, G., & Mwesigwa, D. (2023). Achieving a pro-poor local government budget process in Dokolo district, Uganda: The role of civil society organizations. *American Journal of Strategic Studies*, 5(1), 17-39. Retrieved from <https://ir.lirauni.ac.ug/xmlui/bitstream/handle/123456789/490/1179-Article%20Text-3914-1-10-20230113%20%281%29.pdf?sequence=1&isAllowed=y>
- Ojwang, B. O., Omolo, J. O., & Mwaura, P. N. (2016). Effects of budgetary regulations on service delivery in the County Government of Nakuru, Kenya [Unpublished research project]. Egerton University.
- Okinda, T. I. (2017). *The Role of Information in Public Participation for Grassroots Development in Counties in Kenya*. Moi University.
- Omuyoyi, M. M., & Machuki, M. K. (2021). Effect of public participation on service delivery in Bungoma County Government. *Research Publish Journals*. <https://www.researchpublish.com/upload/book/Effect%20of%20Public%20Participati-on-8171.pdf>
- Orina, K. B., Moronge, M., & Guyo, W. (2024). Stakeholder engagement strategy on service delivery in Kenyan county governments. Jomo Kenyatta University of Agriculture and Technology, School of Business and Entrepreneurship, Nairobi, Kenya. Accepted: October 18, 2024.
- Oriwa, D. O. (2017). *The role of civil society organizations in promoting and protecting human rights in Kenya: A case of Transparency International* [Master's thesis, University of Nairobi]. University of Nairobi Digital Repository. <https://erepository.uonbi.ac.ke/handle/11295/101727>
- Orodho, J. A. (2017). *Techniques of Writing Research Proposals and Reports in Education and Social Sciences: An Illustrative Guide to Scholarly Excellence*. Nairobi: Kenezja Publishers & Enterprises.

- Paul, Samuel, Suresh, Balakrishnan K. Gopakumar K. Thambi. Sita Sekhar and M Vivekananda (2006), *who benefits from India's public services?* New Delhi Academic Foundation
- Pedhazur, E. J., & Schmelkin, L. P. (1991). *Measurement, design, and analysis: An integrated approach* (Student ed.)
- Pedrosa, I., Silva, M. J., & Costa, C. J. (2020). *Evaluating digital public services: The role of user feedback and performance indicators*
- Pieterse, E. (2002). *Participatory local governance in the South: The case of South Africa*. UNRISD.
- PolSci Institute. (2024). *How civil society influences policy making: Strategies and impact*. PolSci Institute.
- Ramolobe, K., & Ramaru, M. P. (2024). *The impact of civil society organisations (CSOs) on the effectiveness and quality of municipal service delivery*. In *Exploring effective municipal planning and implementation* (pp. 211–229). IGI Global. <https://doi.org/10.4018/979-8-3693-3617-5.ch013>
- Reichheld, F.F. and Sasser, W.E. (1990), “Zero Defections: Quality Comes to Services”, *Harvard Business Review*, Sept.–Oct., p. 105-111.
- Republic of Kenya. (2010). *The Constitution of Kenya, 2010*. National Council for Law Reporting. <https://www.kenyalaw.org/kl/index.php?id=398>
- Richard, J. S., & Muna, W. (2018). *Effects of County Budgeting Forums on Service Delivery in Kenya: The Case of Kajiado County*. *American Journal of Public Policy and Administration*, 3(1 No.4), 53-72. <https://doi.org/10.11648/j.ajppa.20180301.14>
- Rosenberger, S., Seisl, B., Stadlmair, J., & Dalpra, E. (2022). *What Are Petitions Good for? Institutional Design and Democratic Functions*. *Parliamentary Affairs*, 75(1), 217–237. <https://doi.org/10.1093/pa/gsaa058>
- Rubin, I. S. (2007). *The politics of public budgeting: Getting and spending, borrowing and balancing* (5th ed.). CQ Press.

- Salomão, M. (2023). How to conduct pilot testing in research effectively? Here is your 7-step guide. ResearchMate. <https://researchmate.net/pilot-testing-in-research/>
- Saunders, M., Lewis, P., & Thornhill, A. (2007). *Research Methods for Business Students* (4th ed.). Financial Times/Prentice Hall.
- Schick, A. (1990). *The capacity to budget*. OECD.
- Sekaran, U., (2003). *Research methods for Business: A skill building Approach*, 4th edition, John Wiley & Sons, New York.
- Shaaban-Mwangi, A. (2020). *Let your voice be heard: Civil society's role in public budgeting*. Centre for Social Planning and Administrative Development (CESPAD).
- Shaw, J. (2021). *Power, petitions, and the people*. Right Now | Democracy by Dialogue.
- Shuriye, M. and Jane, N., (2023) *Effect Of Public Participation on Budget Implementation in The Devolved Government In Kenya: A Case Of Garissa County*.
- The Institute for Social Accountability (TISA). (2012). *A guide to public participation in Kenya's budget process*. Nairobi: TISA.
- Thindwa, J. (2016). *Entry Points for Civil Society to Influence Budget Processes*. PowerPoint presentation during the training/workshop on Budget Analysis and Tanzania's Participatory Public Expenditure Review (PPER) conducted by the Research on Poverty Alleviation and the World Bank Institute. 20–23 January
- Transparency International. (2016). *Civil society budget monitoring*. Transparency International Knowledge Hub. https://knowledgehub.transparency.org/assets/uploads/helpdesk/CSO_budget_monitoring_2016.pdf
- UNESCO, (2004). *Global Monitoring Report 2003/4 p.50*. Retrieved from: <http://gem-report-2017.unesco.org>
- UNFCCC. (2024). *Background paper on consultative forums for engaging and communicating with stakeholders*. Fourth meeting of the Board, 2–5 December 2024, Metro Manila, Philippines. Provisional agenda item 8(c). Retrieved from UNFCCC.

- UNICEF. (2024). Situation of Adolescents in Kenya: An Infographic Snapshot. UNICEF.
- van den Bekerom, P., van der Voet, J., & Christensen, J. (2021). Are citizens more negative about failing service delivery by public than private organizations? Evidence from a large-scale survey experiment. *Journal of Public Administration Research and Theory*, 31(1), 128–149. <https://doi.org/10.1093/jopart/muaa027>
- Wampler, B. (2012). Participatory budgeting: Core principles and key impacts. *Journal of Public Deliberation*, 8(2), Article 12.
- Wandera, K., Abuya, J. O., & Kiongera, F. N. (2023). Strategic procurement planning and service delivery of county governments in Western Kenya region. *African Journal of Empirical Research*, 5(2). <https://www.ajol.info/index.php/ajempr/article/view/255170>
- Wennergren, T. S. (2014). Access and accountability: A study of open data in Kenya (Master's thesis, Malmö University). Malmö University Digital Repository.
- Were, W. A. (2022). Gender responsive budgeting as an accelerator to women's economic empowerment. *Pathways to African Feminism and Development: Women's Economic Empowerment*, 7(1), 99. ISSN 2309-3625.
- Wildavsky, A. (1964). *The politics of the budgetary process*. Boston: Little, Brown.
- World Bank. (2018). *Citizen engagement in public service delivery*. World Bank Group.
- Ziyad, A. M. A. (2021). *The Impact of Civil Society Organization (SCOs) Budget Monitoring on the Enhancement of the Governments Fiscal performance In the Case of a Governing Society*. Al-Quds Open University.

APPENDICES

Appendix I: Questionnaire

Part A: General background information

Please Tick (v) Where Appropriate

1. Gender: Male [] Female []
2. Age: 18 to 30 years []; 31 to 45 years []; Above 45 years []
3. Please indicate the highest level of education that you have completed
Primary [] High School []; Diploma []; Bachelor's Degree [] Post
Graduate Degree []; None []
4. Number of fiscal years participated in civil society budgetary monitoring,
presentation or receiving civil society petitions and participating civil society
consultative forums

Two []; Three []; Four [].
5. Participated through;

Budgetary monitoring []; Petitions [];

Consultative forums []

Part B - questions on your assessment of the effect of Civil Society Budget Monitoring on delivery of services in Bungoma County

Please indicate whether you strongly disagree, disagree, neutral, agree or strongly agree with the statement that best describes the effect of Civil Society Budget Monitoring on delivery of services in Bungoma County for the last three years.

| Description | | Response Rate Scale of 1 - 5 | | | | |
|-------------|---|------------------------------|-----------------|----------------|--------------|-----------------------|
| | | Strongly Disagree (1) | Disagree (2) | Neutral (3) | Agree (4) | Strongly Agree (5) |
| 6. | Civil society budget monitoring has an effect on improving public services. | | | | | |
| 7. | Alternative budget initiative highlighting limitations of public budgets within key sectors or issues in society affects responsiveness in public service delivery. | | | | | |
| 8. | Conducting social audits to verify how public sector programmes and services are carried out affects accountability in public service delivery. | | | | | |
| 9. | Undertaking systematic evaluation of public records by civil society and user feedback affects acceptance | | | | | |

| | | | | | | |
|-----|--|--|--|--|--|--|
| | of public service delivery by users. | | | | | |
| 10. | Public expenditure tracking by civil society involving tracing the flow of public resources for the provision of public goods affects efficiency in public service delivery. | | | | | |
| 11. | Conducting independent budget analysis by civil society to analyze proposed government budgets and sharing findings and concerns with the government and the public at large to advocate for budgetary changes affects the quality of public service delivery. | | | | | |

12. How do you perceive the role of civil society budget monitoring in improving accountability and efficiency in the delivery of public services in Bungoma County?

.....

Part C - questions on your assessment of the effect of civil society petitions as a budgetary control mechanism on service delivery in Bungoma County

Please indicate whether you strongly disagree, disagree, neutral, agree or strongly agree with the statement that best describes the effect of civil society petitions as a budgetary control mechanism on service delivery in Bungoma County Bungoma County for the last three years.

| Description | | Response Rate Scale of 1 - 5 | | | | |
|-------------|---|------------------------------|-----------------|----------------|--------------|-----------------------|
| | | Strongly Disagree (1) | Disagree (2) | Neutral (3) | Agree (4) | Strongly Agree (5) |
| 13 | Civil society petitions have an effect on improving public services. | | | | | |
| 14 | Content and Clarity of civil society petitions affects responsiveness of public service delivery. | | | | | |
| 15 | Awareness and visibility on specific issues created by civil society petitions affects responsiveness to public service delivery. | | | | | |

| | | | | | | |
|----|---|--|--|--|--|--|
| 16 | The responsiveness of Government to civil society petitions affects client satisfaction with public service delivery. | | | | | |
| 17 | Pressure exerted to Decision-Makers contained in Civil Society Petitions affects accountability in public service delivery. | | | | | |

18. In your view, what factors contribute most to the effectiveness of civil society petitions as a tool for influencing budgetary decisions and service delivery?

Part D - questions on your assessment of the effect of civil society consultative forums with government as budgetary control practice on service delivery in Bungoma County

Please indicate whether you strongly disagree, disagree, neutral, agree or strongly agree with the statement that best describes the effect of civil society consultative forums with government as budgetary control practice on service delivery in Bungoma County for the last three years.

| Description | | Response Rate Scale of 1 - 5 | | | | |
|-------------|--|------------------------------|-----------------|----------------|--------------|-----------------------|
| | | Strongly Disagree (1) | Disagree (2) | Neutral (3) | Agree (4) | Strongly Agree (5) |
| 1. | Civil society consultative forums with government have an effect on improving public services. | | | | | |
| 2. | Provision of feedback on budget proposals, expenditure plans, and performance reports by Civil society in forums affect accountability to public service delivery. | | | | | |
| 3. | Civil society engagements with government at different stages of the budget cycle, including formulation, execution, and evaluation affects accountability in public service delivery. | | | | | |
| 4. | Civil society engagements with government at different stages of the budget cycle, including formulation, execution, and evaluation affects availability in delivery of public services. | | | | | |

| | | | | | | |
|----|---|--|--|--|--|--|
| 5. | Civil society collaboration with government agencies, ministries, and other stakeholders affects transparency of public service delivery. | | | | | |
| 6. | Civil society participation in Sector Working Groups (SWGs) affects inclusivity in public service delivery. | | | | | |
| 7. | Civil society engagement in County Budget and Economic Forum (CBEF) quality of public services service delivery. | | | | | |
| 8. | Civil society participation in Pre-Budget Public Sector Consultative Forum affects acceptability of public service delivery by the users. | | | | | |
| 9. | Civil society engagement with Budget and Appropriations Committee hearings affects efficiency in delivery of services by the public. | | | | | |

1. How do civil society consultative forums with government effect the transparency and inclusivity of budgetary decisions and public service delivery?

.....

2. What challenges or improvements would you suggest to enhance the accessibility and quality of public services in Bungoma County?

.....

Thank you for your cooperation!

Appendix II: Staff of the County Government of Bungoma involved in Budgeting processes

| No. | Department | Total number of staff | Staff involved in budgeting processes |
|--------------|--|------------------------------|--|
| 1. | Department of Agriculture, Livestock, Irrigation, Fisheries & Co-operative Development | 498 | 51 |
| 2. | Department of Education & Vocational Training | 760 | 75 |
| 3. | Department of Environment, Water & Tourism | 682 | 66 |
| 4. | Department of Finance and Economic Planning | 724 | 165 |
| 5. | Department of Gender, Youth, Culture & Sports | 230 | 22 |
| 6. | Department of Public Service and Management | 190 | 23 |
| 7. | Department of Roads, Transport, Infrastructure and Public Works | 381 | 81 |
| 8. | Department of Health and Sanitation | 3120 | 527 |
| 9. | Department of Trade Energy and Industrialization | 112 | 27 |
| Total | | 6697 | 1037 |

Source: Department of Finance and Economic Planning, Bungoma County, Payroll office.

Appendix III: Bungoma County Civil Society Organizations (CSOs) Profile

| Organization Name | | Contact person | Telephone | Physical Address | Programmers / Activities | Category | Constituents |
|-------------------|--|----------------|--------------|-------------------------------|--|----------|---------------------------|
| 1. | Disability Empowerment Network | Adrian Sakwa | 0737942259 | Ministry of gender Bgm county | -Advocacy -Education G/Governance --Minority rights | CBO | People with Disability |
| 2. | Restoration Counseling Foundation | James Wena | 0725 024 919 | Bumula Market | -Civic Education -Capacity Building | CBO | Men, Women & youth |
| 3. | RMNCAH Network (Civil Society and Media) | Isaac Kiptei | 0729369844 | Megon Plaza | -Health, | CBO | Women, Children and Girls |
| 4. | Mama Nilishe CBO | Hildah Sian'ga | 0721477705 | Marell Estate | -Women Empowerment & Civic Education | CBO | Women & Youth |
| 5. | Mwalie Health CBO | Ezekiel Odeo | 0724856015 | Malakisi Town | Health Education, Human Rights, Advocacy, Climate change, Governance | CBO | Women, Men & Youth |

| | | | | | | | |
|----|-----------------------------|--------------------------|----------------------------------|-------------------------------|--|-----------------|--|
| 6. | Bungoma HBC Programme | Julius Odero | 0705027551 | Bungoma Town, Mandizini | -Agriculture -Health, HIV/AIDS & Capacity Buildings, Malaria & TB campaign | NGO | PLWHI V, Men, Women & youth |
| 7. | APPRA | Franklin e Maguge | 0725118101 | Opp Kimukungi Primary | -Education, Environment, Agriculture Research | Societ y | Women, Men & Youth |
| 8. | BUWEOR COE | Jackline Wotia | 0734 551 206/ 0726 141 897 | Chwele Namwela opp KARI | -Women Empowerment, HIV/AIDS & Environment | CBO | Women & Youth |
| 9. | AGEFA | Titus Ndiwa | 0727127717 | Malakisi Town | Lobby and advocacy, climatic change, agriculture. | Assoc iation | Farmers, women, Youths |
| 10 | Mayekwe CDDC | Ben Ndalila | 0718716021 | Lwandanyi Market | Dairy farming, poultry, health education, Lobby and advocacy | CBO | Farmers, Women, Youth, Men PLHIV |
| 11 | MALAKISI CIC | Wycliffe Wanyon yi | 0735558994 | MALAKISI TOWN | OVC Support, HBC, Agriculture. | CBO | Youth, Men, Women, Farmers, OVCS |

| | | | | | | | |
|----|---|---------------------------------|------------|----------------------------------|---|------------------------|---|
| 12 | CHEBUKU I CDDC | Morris Onyaras | 0725367442 | KORISIAN DET LWAKHA KHA | Dairy Goats, Poultry, Livelihood, Catering ,Climate Change | CBO | Farmers, Vulnerab le Groups, Women, Youths. |
| 13 | COTU | Stephen Watiti | 0723289426 | Bungoma town | Civic Education, Capacity building | Social Move ment | Men, Women & Youth |
| 14 | Anglican church services | Rev. Johnson Nyonges a | 0721315056 | Bungoma | Health, Education& Environment. | FBO | Men, Women & Youth |
| 15 | KECOCAS T Kenya Community Care and Support Team. | Wycliffe Kisuya | 0712577749 | CHWELE MARKET | Health Education Livelihood | CBO | PLHIV,P eer Educator s, Youths, Women PWDs. |
| 16 | RUCEBO | MARTI N BARAS A | 0735182302 | KABUCHA I H/CENTRE | BDC,HIV/AID S LIVELIHOOD | CBO | PLHIV, Peer Educator s, Youths and Women. |

| | | | | | | | |
|----|---|---------------------------|--------------|----------------------|--|---------------|-------------------------------------|
| 17 | BUNGOMA COUNTY ALBINISM NETWORK | RUTH WEKESA | 0706866704 | Bungoma Town | HUMAN RIGHTS ADVOCACY, Advocacy, Capacity building | CBO | PWDs, Youths and Vulnerable Groups. |
| 18 | NCCK | CENTRINA NAFULA | 0710780307 | BUNGOMA | Peace Building, Civic Education, Social Audit. | FBO | Citizens, All Religion goers |
| 19 | Bloom SHG | Patrick Francis Muchwenge | 0726 972 434 | Kimugui-Junction-Bgm | -Community tourism -Table banking -Environment -Public safety | CBO | Women Youth Men |
| 20 | ACE AFRICA | Augustine Wasonga | 0722 831 834 | Musikoma bungoma | HEALTHY EDUCATION ,HIV | NGO | Women Men Youth |
| 21 | CREADIS | Gladys Nabiswa | 0713 939 760 | Mareill Estate | - AGRICULTURE -HIV/AIDS Research civic Education | NGO | Women Men Youth |
| 22 | Bungoma County Child Rights Network - BCCRN | David lupao | 0713 903 455 | Bungoma | -Child Rights -Capacity Building | Loose Network | Women Men Youth Children |

| | | | | | | | |
|----|--|--------------------|----------------------------|------------------------------|---|-----|---------------------------------|
| 23 | MWATIKHO | Nehemiah Mukubwa | 0722 381 499 | Bungoma town | -Human Rights Advocacy | NGO | Women Men Youth |
| 24 | CJPC | Jackline | 0722 494 794 | Catholic Church Bungoma | -Civic Education -Capacity Building | FBO | Women Men Youth |
| 25 | Vision for youth Kenya | Peter Nyongesa | 0725 211 531 | Bukembe Trading Centre | -Capacity Building | NGO | Women Men Youths |
| 26 | Mutetesi Wath Dog CBO | Peter Atanas | 0701 054 518 | Bungoma Town | Human Rights | CBO | Men, Women , Youth |
| 27 | VI –Agro forestry | Martin Wafula | 0716 300 880/ 0733 546 588 | Near Airstrip , Bungoma Town | Agriculture, Climate change , Climate Smart | NGO | Men, Women |
| 28 | Citizen’s For Good Governance | Philip Munialo | 0712 474 999/ 0728 641 006 | Kanduyi | Human Rights, Governance, Policy Influencing | CBO | Men, Women, Youths |
| 29 | SOET – Socially Organized Educative Team | Christian Nyongesa | 0724 533 221 | Cheptais | Food security, Education, Environment, Health | NGO | Men, Women, PWD, PLWHI |

| | | | | | | | |
|----|---|------------------|--------------|-----------------------|--|------------|----------------------|
| 30 | CDS | Peter Chem | 0720 744 827 | Cheptais | Education, Advocacy | NGO | Men , Women, Youths |
| 31 | Amani CBO | Alex Kiptorus | 0721 607 597 | Kapkateny –Mt Elgon | Environment, Marketing and capacity building, Health | CBO | Women, Men and Youth |
| 32 | Kareu Foundation | Emmanuel Masake | 0727 484 914 | Cheptais | Water, Environment, Health | NGO | Men , Youth , Women |
| 33 | Cheptais Community Development Projects | Fredrick Masafu | 0711 212 523 | Cheptais CDF Building | Agriculture, HIV ,Human Rights | NGO | Men, Women, Youths |
| 34 | Joedy Foundation | Adelyne Psirmoi | 0723 493 633 | Cheptais Town | Education, Child Rights | Foundation | Women, Men. Youths |
| 35 | Mt Elgon Environmental Network -MEEN | Maurice Kinyanja | 0716 178 622 | Cheptais | Environment, Human Rights, Agriculture | CBO | Men, Women |
| 36 | Alpha Community CBO | Jonathan Sila | 0728 407 508 | Cheptais | Peace Building, Agriculture | CBO | Men, Women |
| 37 | Okiek CBO | Stanely Ndiema | 0701 045 371 | Emia-Mt Elgon | Minority Rights, Human Rights | CBO | Men, Women, Youths |

| | | | | | | | |
|----|--------------------|-------------------|--------------|-------------------------------|--|-----|-------------------------|
| 38 | Child Agenda Kenya | Kutete Matimba i | 0728 794 499 | Chwele | Child rights, child protection | CBO | Men , women, PWD |
| 39 | Forward Kenya | Ben N. Kaisi | 0725 515 173 | Webuye- Ngwelo Trading Centre | Governance, Advocacy, Capacity building, Civic education, Human Rights | NGO | Men, Women, PWD, Youths |
| 40 | Lighthouse CBO | Pamela Wasike | 0719 668 641 | Ngwelo Centre- Webuye | HIV/AIDS , Orphan support, Education, Agriculture | CBO | Men, Women, Youths |
| 41 | Ambana Sirende CBO | Mike Barasa | 0728 323 355 | Misikhu Friends Centre | Conflict Management, Peace building, HIV/AIDS, Education | CBO | Men, PLWHI V, Women |
| 42 | Sitai CBO | Japhethe r Wekesa | 0712 398 613 | Ngwelo Centre - Webuye | Agriculture- organic farming, Horticulture, Capacity building | CBO | Men, Women |
| 43 | Mebo Youth Group | Benson Ambani | 0711 448 642 | Miendo Health Centre | Capacity building targeting the youth, Civic education | CBO | Youths |

| | | | | | | | |
|----|---------------------------|----------------|---------------------------|--|---|-----|--------------------|
| 44 | Ngaya Sisters | Esther Makokha | 0715 673 096 | Ngachi Friends Church | Women Empowerment , Civic education, Capacity Building, Community Tourism | CBO | Women, Youths, Men |
| 45 | Chawaki Women | Charles Kilobi | 0774 834 518 | Matulo market – Webuye – Bungoma Highway | Human Rights ,Women empowerment, Horticulture, Governance | CBO | Women, Men, PWD |
| 46 | Milo Support Group | Okumu Situma | 0705 027 597 | Milo Health Centre-Webuye | HIV/AIDS ,Agriculture, Empowerment | CBO | PLWHI V |
| 47 | People Against Corruption | Enos Wamalwa | 0714 492 130 | Kimilili-Opp Desire Hotel | Fighting Corruption , Governance | CBO | Men, Women, Youths |
| 48 | Shekem CBO | Jackson Mwita | 0724 993 148 | Kimilili Town | Capacity building, Civic education | CBO | Men ,Women |
| 49 | Sacramento CBO | Robert Lubanga | 0704 931 985 | Kimilili | Environment, Education, Human Rights | CBO | Men, Women, PWD |
| 50 | ICFM | Nabie Macdon | 0733 672 769,0764 198 126 | Kimilili | Health, OVC, Education, Governance | NGO | Men, Women, Youths |

| | | | | | | | |
|----|--|-----------------------------|-----------------------------------|-----------------------|---|-----|--|
| 51 | OMUABIN I | James Keya | 0721 857 269 | Kimilili | Agriculture, Value Addition, Governance | NGO | Men, Women, Youths |
| 52 | Namoni Community Developme nt Organizatio n | Violet N. Maurice | 0735 190 060 , 0711 184 689 | Mukuyuni Junction | Human Rights, Child protection, Youth empowerment | NGO | Women, Men, Youths |
| 53 | DECESE | Sophie Kibuywa | 0722 420 723 | Mukuyuni- Kimilili | Capacity Building, Civic education, Agriculture | NGO | Women, Men, Youths |
| 54 | SOTENI Village CBO | Rodgers Omoto | 0701 910 833 | Mukuyuni | Agriculture, Advocacy | CBO | Men, women |
| 55 | Teachard CBO | Agrey Jalenga | 0720 910 677 | Mukuyuni | Governance, Agriculture, Civic education | CBO | Men, Women |
| 56 | Transglobal Organizatio n | Leornad Makokha | 0727 840 165 | Mukuyuni | Education, Capacity building, Agriculture | NGO | Men, Women, Youths |
| 57 | CEECK | Obedi Nicholas Kwendo | 0720 489 631 | Mukuyuni | Civic Education, Agriculture | FBO | Christian s, Men, Women, Youths |

| | | | | | | | |
|----|--|----------------------|-----------------|-------------------------------|---|-----|---|
| 58 | Kenya National Chamber of Commerce and Industry | Patrice Chenge | 0724 704 841 | Kimilili Town | | | Men , Women , Youths , Business communi ty |
| 59 | AOET | Danstone Ilavonga | 0722 615 199 | Webuye Ton | Food security, Education, Child Rights | | Men, Women |
| 60 | Neema Widows | Anne Ngosia | 0717 164 220 | Chetambe Chiefs, Centre | Women empowerment, Education, Advocacy | CBO | Widows Only |

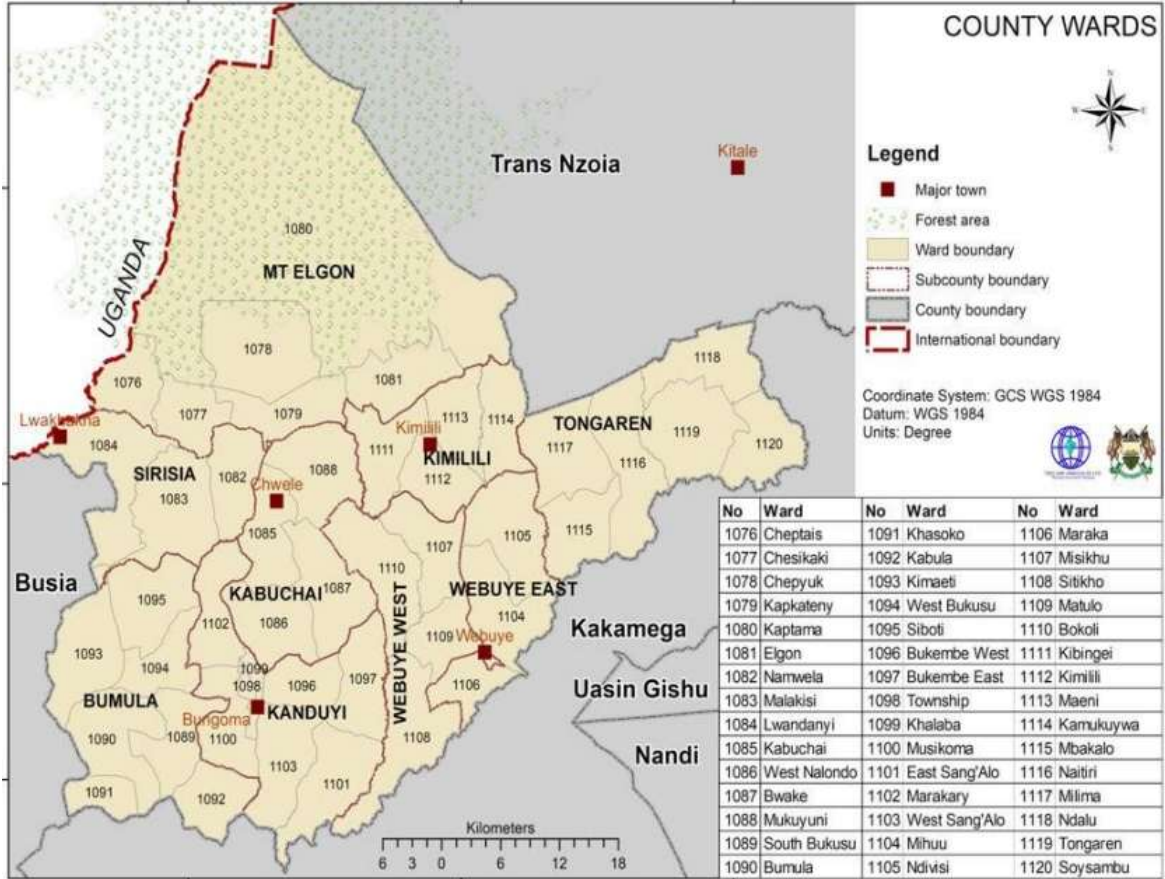
Source: Department of Finance and Economic Planning, Bungoma County.

Appendix IV: Map showing position of Bungoma county in Kenya



Source: KNBS 2019

Appendix V: Bungoma County Administrative and Political Units



Source: Bungoma County CIDP 2023- 2027

Appendix VI: Research Approval by Graduate School



KENYATTA UNIVERSITY
GRADUATE SCHOOL

E-mail: dean-graduate@ku.ac.ke

Website: www.ku.ac.ke

P.O. Box 43844, 00100
NAIROBI, KENYA
Tel. 810901 Ext. 4150

Internal Memo

FROM: Executive Dean, Graduate School

DATE: 8th October, 2024

TO: Yambi Stephen Kipyego
C/o Public Policy and Administration Dept.

REF: C153/OL/KSU/27968/2019

SUBJECT: APPROVAL OF RESEARCH PROJECT PROPOSAL

This is to inform you that Graduate School Board at its meeting of 19th September, 2024 approved your Research Project Proposal for the M.PPA Degree Entitled, "Civil Society Budgetary Controls and Service Delivery in Bungoma County, Kenya."

You may now proceed with your Data Collection, Subject to Clearance with Director General, National Commission for Science, Technology and Innovation.

As you embark on your data collection, please note that you will be required to submit to Graduate School completed Supervision Tracking and Progress Report Forms per semester. The Forms are available at the University's Website under Graduate School webpage downloads.

Also, please ensure that you publish article(s) from your project before submitting it to Graduate School for examination as per the Commission for University Education and Kenyatta University guidelines.

Thank you.

ELIJAH MUTUA
FOR: EXECUTIVE DEAN, GRADUATE SCHOOL

c.c. Chairman, Public Policy and Administration Department.

Supervisors:

1. Dr. Wilson Muna
C/o Department of Public Policy and Administration.
Kenyatta University

EM/ms



Appendix VII: Research Authorization by Graduate School



KENYATTA UNIVERSITY
GRADUATE SCHOOL

E-mail: dean-graduate@ku.ac.ke

Website: www.ku.ac.ke

P.O. Box 43844, 00100
NAIROBI, KENYA
Tel. 8710901 Ext. 57530

Our Ref: C153/OL/KSU/27968/2019

DATE: 8th October, 2024

Director General,
National Commission for Science, Technology
and Innovation
P.O. Box 30623-00100
NAIROBI

Dear Sir/Madam,

RE: RESEARCH AUTHORIZATION FOR YAMBI STEPHEN KIPYEGO – REG. NO. C153/OL/KSU/27968/2019

I write to introduce **Yambi Stephen Kipyego** who is a Postgraduate Student of this University. The student is registered for M.PPA degree programme in the **Department of Public Policy and Administration**.

Yambi intends to conduct research for a **M.PPA** Project Proposal entitled, **“Civil Society Budgetary Controls and Service Delivery in Bungoma County, Kenya.”**

Any assistance given will be highly appreciated.

Yours faithfully,

PROF. ELIUD NJAGI
EXECUTIVE DEAN, GRADUATE SCHOOL

EM/uu

Transforming Higher Education... Enhancing Lives

Kenyatta University is ISO 9001:2015 Certified




Page 1 of 1

Appendix VIII: Research Authorization by NACOSTI

Republic of Kenya
NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION

Ref No: 807876

RESEARCH LICENSE




This is to Certify that Mr. Stephen Kipyego Yambi of Kenyatta University, has been licensed to conduct research as per the provision of the Science, Technology and Innovation Act, 2013 (Rev.2014) in Bungoma on the topic: CIVIL SOCIETY BUDGETARY CONTROLS AND SERVICE DELIVERY IN BUNGOMA COUNTY, KENYA for the period ending : 08/November/2025.

License No: NACOSTI/P/24/42011

Applicant Identification Number: 807876

Director General
NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION

Verification QR Code



NOTE: This is a computer generated License. To verify the authenticity of this document, Scan the QR Code using QR scanner application.

See overleaf for conditions