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PARTICIPATORY BUDGETING AND SERVICE PROVISION IN KIAMBU COUNTY, KENYA

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ABSTRACT

Despite regulatory legal provisions in the budget-making procedure, devolved governments continue to struggle to provide pertinent data to the public, with marginal deliberation, participation and enfranchisement. As a consequence, county administrations are yet to obtain optimum degree of public involvement in the budgeting process. It is in view of these that the study explored effects of participatory budgeting on service provision in Kiambu County. Particularly, it examined the effect of stakeholder consultation and information sharing on service provision in Kiambu County, Kenya. The study was anchored on the Participatory Democratic Theory. This research employed descriptive survey design and the target population was 1,102 respondents comprising of county budget and economic forum, Sub-County administrators, sector working group members, village council members and citizens for participants whereby a simple random selection procedure and purposive sampling technique was utilized to determine representative respondents for the study. Through a formula, a sample size of 110 was targeted. Questionnaires were used to collect quantitative data that was analyzed through descriptive and inferential methods. The regression model findings established a positive insignificant linear relationship between stakeholder consultation and service provision in Kiambu County ($\beta = 0.496$; $P > 0.05$).



On the other hand, a positive significant linear relationship between information sharing and service provision in Kiambu County was established ($\beta = 0.786$; $P < 0.05$). The study concluded that information sharing played a significant role in the provision of quality service in Kiambu County while stakeholder consultation was found to be insignificant in-service provision in Kiambu County. The study recommended that the Kiambu County Government should focus more on information sharing by ensuring there is proper dissemination and flow of information and communication clearly spelt out so that every stakeholder.

Keywords: *Participatory Budgeting, Service Provision, stakeholder consultation, Information Sharing*

BACKGROUND OF THE STUDY

Different nations have implemented public participation as a management concept in development, decision-making, financial planning and political systems in various ways. It has prevailed in one or more of 4 categories: disseminating information to the public through information supply to allow them to express their concerns and barriers, public active engagement to ensure their problems are factored all through the policy making process, collaborating with the general populace to retrieve feedback on alternative solutions, progressing policy options and requirements, and enfranchising the public at large (Kaifeng, 2013). The primary objective of integrating such attributes into democratic accountability is to keep the populace notified, to consider famous interaction in all of their pursuits and to take their input into consideration, and to develop programs to assist the general population in making an informed decision (Ebdon, 2004).

Public participation was used in Latin America to evaluate the efficacy of projects in Mexico, as well as the use of digital sites to interact with citizens in the budget preparation process and the role of support networks in trying to promote representative democracy efficacy. Ecuador's 2018 Constitution codified participation of citizens under the banner of "participation rights." Of them are citizens' rights to freely interact in cross cultural, encompassing, multifaceted, and collaborative communication. The citizen participation organic law was passed in 2010, instituting participation privileges and clarifying the responsibility to bring forth budget proposals for all strata of the government within the structure of a transparent call for public involvement, as well as the responsibility to implement deliberated budgets. In Ecuador, the constitution requires civic engagement in budgeting; although, there is no regulation that stipulates the specific framework of the procedure for implementing consultative budgeting; instead, only general rules and directions have been formed (Buele, Cuesta, Vidueira & Yague, 2020).

In South Africa, the municipal government finance administration act 2003, introduced a new budgeting format, efficaciously transforming budgeting and financial governance at the municipal level. Municipal governments must now plan ahead of time for a specific fiscal year during which timelines for various preliminary and review processes must be met. The most significant change, nevertheless, is the promotion of public consultation and participation under Sections 23(1) and 27. (1). Budgetary preparation, on the other hand, can only be effective if it is linked to a larger strategic development structure. The Integrated Development Plan (IDP), a statutory necessity that depicts a municipality's strategic development model, filled this vacuum. The IDP basically identifies and assigns a municipality's overall goal, strategic objectives, and approaches over a five-year period through public involvement and budget alignment (Fourie & Reutener, 2012).



In Uganda, The Ministry of Finance, Planning, and Economic Development (MFPED) has integrated participatory budgeting into the local authority process (MFPED, 2004). Participatory budgeting is not a recent concept, having been put in place for the first time in the Kabale district local government. The district's current policy of involving the public in funding levels decisions uncovers a range of obstacles to constructive citizen participation, including an insufficient funding, occasionally ineffectual local authority administration, civilian apathy, and bureaucratic inertia. The district's financial reporting has regressed despite a lack of understanding of the Integrated Financial Management System (IFMS) and the integration of the Output Budget Tool (OBT) into the IFMS budget, insufficient supply government revenues due to political influences and poor administration and oscillating Indicative Planning Figures from the national government (Eton, Perpetua, Fabian, Benard, Arthur & Labson, 2019).

Kenya is allocating over Ksh.320 billion in the 47 counties for decentralization operations. The Kenyan law specifies two types of budget planning: county-level budgeting and national-level budgeting. In order for budget planning phases to be effective, a number of steps must be followed. These include the county executive committee's preparatory work of a spending plan proposal, the submitting of cost estimates to the devolved and national parliaments for deliberation and authorization, and the implementation and monitoring of the approved budget. The results and effects of the programs included in the budget proposals are also evaluated (Mugambi & Theuri, 2014).

STATEMENT OF THE PROBLEM

As a framework for the implementation of fiscal devolution, the county governments have been pushed into the budget formulation and implementation. Section 174(c) of the Devolution Act grants the people self-governance in decisions affecting them. As a consequence, the budget formulation process must be informed by the needs of the population and consultative. In spite of strict regulatory obligations in the budget-making method, counties struggle to provide pertinent information to the public with little deliberation, involvement, or independence. As an outcome, county governments are still far from ensuring optimum levels of public involvement in financial planning (Odhiambo & Taifa, 2009). Moreover, there is a discrepancy in the movement of information in a trickle-down manner, there is inadequate public participation and thoughtful consideration, and as a result, societies are not invigorated, which is the overall process's goal.

There exist challenges at the devolved units in that information is authored in the newspapers and not everyone has access to the publications, meeting establishments are not always suitable, and the duration of the meetings is insufficient because they are once annually (Mugambi & Theuri, 2014). As a consequence, the study sought to look into the impact of public involvement in the budgetary process on service delivery. It aimed to determine how the presence of stakeholder consultation information sharing and budgeting forums in county governments' budget-making processes affects service delivery.

OBJECTIVES OF THE STUDY

- i. To assess the effect of stakeholder practices on service provision in Kiambu County, Kenya.
- ii. To investigate the effect of information sharing approaches on service provision in Kiambu County, Kenya.



THEORETICAL FRAMEWORK

The study was anchored on Participatory Democratic Theory propounded by Carole Pateman. A conceptual assertion, per the theory, is the involvement of individuals within a country. It reflects an argumentative sociology's keen interest with consistent political entity, evocative of structural functionalism. The theory outlines the boundaries of linkage between an individual and a country within a popular context. It identifies four key tenets of the theory. First and probably most important, the theory asserts that person's willingness, expert knowledge, and distinctiveness are intertwined with forms of organizational setup such as participation. In other words, people will realize they can take part by playing a role within independent systems.

Furthermore, the democratic bit is an example of independence on those changes that would make our own collaborative and governmental lives self-reliant equally as individuals in their own lives or as individuals in the public at large. Besides that, an impactful deliberative democratic hypothesis emerges when there arises a need for the development of a contributing culture. Finally, the required modifications are usually structural in nature. They necessitate the restructuring of autocratic social and political frameworks that stifle participatory actions. The theory is applicable to the research because it explains the effect of public active participation on delivering services outcomes. When the public is engaged in the delivery of services, the hypothesis denotes that there is an association between citizen goodwill and provision of services.

EMPIRICAL LITERATURE REVIEW

Service Provision

In the nexus between state agencies and citizenry, quality service is critical. The understanding that citizens are consumers has become increasingly crucial to the way administrations act and think during the last ten years. It is commendable that we, in the world of government, and particularly in the realm of municipal authorities, take a more critical look at ourselves. Clients have the right to expect services from their service providers that are quick, accessible, of excellent quality, and affordable, all wrapped up in courteous service. This is especially true of the government as a provider of critical public services. The fact that the state has a monopoly on things that are frequently either not or barely needed adds a layer of complexity to the administration's interaction with its customers, necessitating extra work. The provision of high-quality, cost-effective services is also a requirement for the administration's excellent image. The importance of good service delivery for individuals' perceptions of government is often not adequately appreciated. Service delivery is not a stand-alone entity, but rather a component of a larger relationship between government and population. It's complicated since it has multidimensionality (Ntirenganya, 2015).

In Rwanda, customer support has been acknowledged at the top levels, and the first measures toward improving customer experience have been taken. Rwanda requires a customer care strategy to accomplish this goal, as well as a strategy to ensure that the governmental, private, and non-profit sectors work together to achieve this aim. Offering good services necessitates the use of consumer knowledge and a focus on what is provided rather than how it is done. Deep understanding of consumers' expectations saves time and money by avoiding communication gap and guaranteeing that services are appropriate and simple to use (Rwanda Governance Board, 2012).



Since the Jubilee government's election in November 2013, the one-stop-shop approach (or Huduma Center) was implemented in Kenya. It commenced with limited access to a few products, which gradually extended to include the proliferation of shops across the nation. Indeed, the government has set up 45 one-stop-shops in various counties around the country thus far. Huduma Centers are required to provide state services from "a central site, an online e-Huduma online and mobile portal to provide digital solutions offered by various governmental agencies, divisions, and entities, and a systematic and coordinated channel Huduma online payment to facilitate ease of payment for public services," according to the mandate (Wambura, 2017).

Stakeholder Consultation Practices and Service Provision

Sarah (2014) did research on Stakeholder Management Techniques and Solid Waste Provision Of services in Uganda's Kampala Capital City Authorities. The study's goal was to determine the impact of stakeholder involvement, stakeholder analysis, and relationship building on solid waste service delivery in urban authorities. She adopted a case study research design; communication with stakeholders had a statistically significant positive impact on solid waste service delivery, according to the report's results. Stakeholder analysis and involvement, on the other hand, had a quantitatively non-significant positive influence on service provision. Stakeholder engagement model for housing project delivery was probed by Ewurum (2019). The study used data from primary sources and utilized a descriptive survey design. The survey discovered that development information sharing is under-utilized in analyzing stakeholders in the Nigerian real estate market; the study unearthed a high positive association among stakeholder consultation approach and sustainable residential approach in the Nigerian property sector; the research revealed that stakeholder resolution of conflict plays an integral role in enabling public housing administration in Nigeria through mutual conflict resolution.

Iravo, Kagiri, Karama and Shale (2019) investigated the impact of stakeholder involvement on devolved service provision in Kenya's selected counties. The research was based on systems approach. The research used structured and open-ended questionnaires for data collection from 384 staff members from eight counties, using a combined research design and positivistic approach. Stakeholder engagement has a direct and positive influence on devolved delivery of services, according to the correlation model's research results. As a result, stakeholder engagement has the ability to enhance the delivery of devolved services. Not only does it improve the communication, but it also increases credibility and allows for more sustainable resource decision-making. A study on stakeholder participation and construction project delivery in Kenyan Port Authorities was conducted by Cosmas (2021). The research was done using a descriptive study design. The study populace consisted of 3,336 people. Stakeholder enfranchisement, interaction, and complaint resolution were established to have a positive and significant impact on project implementation in the research. Stakeholder empowerment, according to this study, improves stakeholders' ability and confidence in making choices.

Information Sharing Approaches and Services Provision

Information sharing is a precious asset that should be endorsed in order to improve an organization's performance (Hatala & Lutta, 2009). The scope of information sharing is influenced to some extent by organizational policies and procedures, depending on what type of organization. The leadership team, employees, and partner organizations must collaborate to promote organizational information sharing, which ensures the organization's long-term viability (Drake, Steckler, & Koch, 2004).



According to Maharaj (2014), the emergence of ICT tools increases opportunities for information sharing in the organization by making it easier for users to receive and send data. In other cases, interested parties can use tools like social media, chat rooms, e-mail structures, and video/teleconferencing to talk about issues of diverse interests. In other cases, the organization is able to get input from stakeholders before making important decisions. Along with the advancements in sharing of information, it is necessary to understand the scope to which government entities use digital news for information exchange. Kasumuni (2012) contended that in the Republic of Tanzania, the use of ICT tools for sharing of information is increasing on a regular basis; internet users expanded by 450 percent between 2001 and 2010. Furthermore, it is approximated that about half of Tanzania's population uses the internet or a cell telephone. (With this increase, the government would be able to ascertain the degree to which information from government institutions is shared, as well as the effectiveness with which the mainstream press is used to foster national developments.)

Masky (2018) commissioned a survey in Nepal on the variables that impact sharing of information among supply chain players and supply chain management practices. This research identifies a detailed list of determinants that impact information exchange in distribution networks and probed the impact of information sharing on supply rail practices. The descriptive and statistical analysis revealed that a number of significant elements across the four characterizations had a substantial impact on knowledge sharing in Nepalese supply rings. The outcomes indicate that interaction routines, organizational interoperability, incentive schemes, project paybacks and top management dedication all have an influence on operational information exchange, whereas interaction routines, government assistance, and tracking have a significant impact on strategic sharing of information.

CONCEPTUAL FRAMEWORK

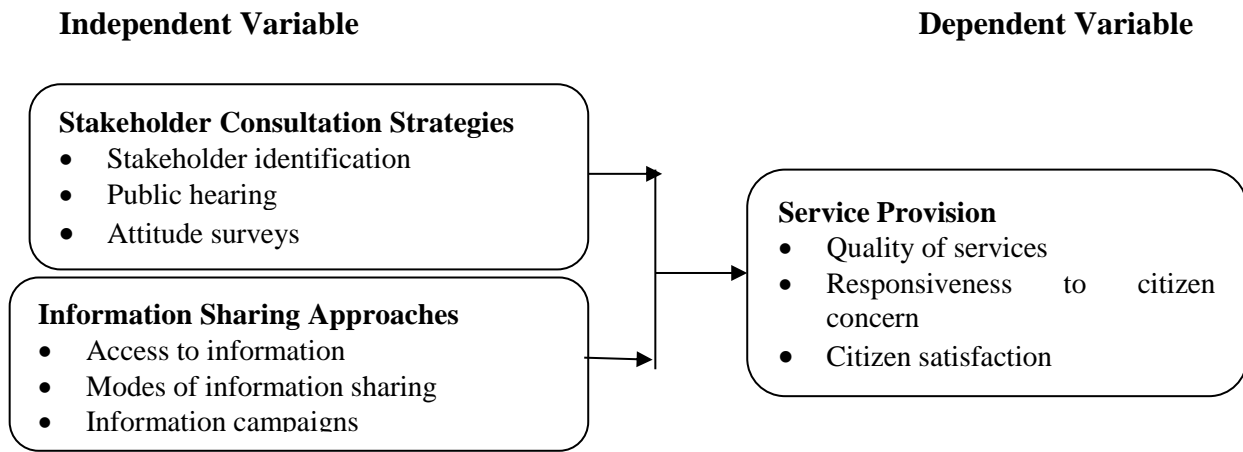


Figure 1: Conceptual Framework



RESEARCH METHODOLOGY

This research employed descriptive survey design since it assisted the researcher to collect both qualitative and quantitative data, allowing the researcher to collect a huge amount of information. It also allowed for the extrapolation of results to a larger population. The study focused on County budget and economic forum, Sub County Administrators, Sector working group members, Village council members and Citizen's for a participant hence the target population was 1102. A simple random selection procedure and purposive sampling technique were utilized to determine representative respondents for the study. County budget and economic forum, sub-county administrators, sector working group members, were purposively selected since they were believed to have greater knowledge on health care service delivery.

Simple random sampling technique was used to select village council members and citizens for participants. To classify reasonable and most desirable results, a sample size determination technique was used. A sample size of 10 to 30 per cent was sufficient enough if well-chosen and the components in the sample were more than 30 (Mugenda & Mugenda, 2003). A 110-sample size was derived from the target population to represent 10% of the total population. The research primarily relied on primary data. As a research tool, the researcher used a questionnaire. A drop-and-pick data collection method was used. In this study, descriptive statistics of frequencies and percentages were also used to summarize and relate parameters from questionnaire distributed. The information was analyzed qualitatively and quantitatively using the SPSS (V22) software. Correlation and regression analyses was used to determine the level of association of the variables in the study. The analyzed data was presented in the form of tables to enhance easier interpretation and understanding of the research outcomes. The multiple regression model used was as stated below:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \varepsilon$$

Where:

Y = Service Provision

β_0 = Constant term.

X_1 = Stakeholder Consultation

X_2 = Information Sharing

ε = error term.

β_1 and β_2 are Beta coefficients

RESEARCH FINDINGS AND DISCUSSION

Stakeholder Consultation

The study sought the opinion on the effect of stakeholder practices on various measures on participatory budgeting and service provision in Kiambu County and the results were analysed and presented. The study conclusions showed that majority of the respondents at 58% agreed to the fact that there were relevant stakeholders identified to participate in budget formulation while 42% of the respondents disagreed. Secondly, 53% of the respondents agreed that all groups were well represented among the identified stakeholders while 47% of the same respondents said no.



Again, 63% of the respondents agreed that the stakeholders were identified according to the law while 37% said no. Furthermore, 80% of the respondents agreed there were public hearing sessions at each budget making phase while only 20% disagreed. Moreover, 80% of the respondents agreed that public hearings were held at the grassroots level while 20% refuted this claim. However, 85% of the respondents disagreed that the citizens were facilitated by the county government to participate in public forums with only 15% in agreement. On the other hand, 67% of the respondents agreed to a medium extent that stakeholder consultation had influenced service provision in Kiambu County, followed by 20% who responded at a low extent and only 13% had agreed to a high extent.

Information Sharing

The study findings showed that majority of the respondents at 56% agreed that information on budget making was easily available by the county government while 44% of the respondents said no. Secondly, 56% of the respondents agreed that information on budget making was simplified for everyone to comprehend while 44% of the same respondents said no. Further, 55% of the respondents agreed that the county website was functional and easily accessible while 45% disagreed. Last but not least, 58% of the respondents agreed the communication made by county government was in local language while only 42% disagreed.

On influence of Information Sharing on the Budget Making Process, the respondents were probed on how information sharing did affect the budget making process and service provision in Kiambu County and found that the majority of the respondents at 45% indicated that inclusivity of all participants majorly affected the budget making process while 24% attributed this to not inclusion of all parties who were also stakeholders or lack of participatory planning. It was shown that 11% each of the respondents said the process became difficult for the locals to understand or was not simplified to understand and that everybody's opinion/interest was involved in decision making because they understood the process. Moreover, 3% each of the respondents indicated that language barrier made the process prolonged because of translation for those who did not understand or simply communication barriers. Finally, 1% each of the respondents attributed this to the interest of the locals not included in the process, important opinions were not considered and reduction levels of confidence with the process affected the budget making process.

Majority of the respondents at 19% mentioned that unsatisfactory or lack of quality service delivery had influenced information sharing on provision of service in Kiambu County while 12% each said it was influenced by quality services and on promotion of transparency, democracy and accountability in service provision. In addition, 9% each of the respondents attributed that the services did not meet the requirement of the community or rather lacked priority and active participation or including peoples' opinions in the decision making had influenced information sharing on service provision. Again, 8% each said it was influenced by lack of co-operation from the public/collaborative planning and government responsiveness to the needs of the people/community while 7% said it ensured project success and sustainability. Moreover, 4% of the respondents stated that this was influenced by lack of information while 3% each of the respondents said this was because of limited information that made service provision not transparent and accountable and it increased suspicion among the members of the public hence eroded their trust. Last but not least, 1% each of the respondents said it led to lack of openness in the service provision, helped avoid white elephant projects, preferred projects in most instances not applied and discourages bottom up in-service delivery.

Service Provision



The dependent variable to this study was on service provision in Kiambu County, Kenya. The analysis was done, and the results showed that majority of the respondents 55 disagreed that there was quality of service in Kiambu County while 45% agreed. Secondly, 53% majority of the respondents agreed that there was responsiveness to citizen concern in Kiambu County while 47% said no. Additionally, 51% of the respondents agreed that there was citizen satisfaction in Kiambu County while 49% disagreed. Finally, 37% each of the respondents agreed to some extent the service provision in Kiambu County was medium and low while only 25% agreed that the services were highly rated.

Majority of the respondents at 23% mentioned corruption/stealing as the main challenge while 13% blamed on interference by politicians and misuse/misappropriation of public funds/theft. Additionally, 11% and 7% of the respondents stated lack of enough money/inadequate budgetary allocation and conflict of interest respectively while 5% each of the respondents said employment of unqualified people and project implemented not in line with the peoples' needs. Moreover, 4% each of the respondents cited lack of proper oversight/accountability, strikes by county staff and lack of public participation while 2% each of the respondents said the high wage bill and lack of motivation by the county staff/working environment. Finally, 1% each of the respondents stated new government with new agenda, micromanagement of the devolved services by the national government, inequitable distribution of resources and ghost workers.

Correlation Analysis

A correlation analysis was conducted to establish the relationship between the study variables. The findings were displayed in table 1. which indicated that stakeholder consultation was positively and significantly associated with service provision ($r = 0.777$; $P\text{-Value} < 0.05$). Likewise, the results revealed that information sharing was positively and significantly associated with service provision ($r = 0.840$; $P\text{-Value} < 0.05$).

Table 1: Correlation Matrix

		Service Provision	Stakeholder Consultation	Information Sharing
Service Provision	Pearson Correlation	1		
	Sig. (2-tailed)			
Stakeholder Consultation	Pearson Correlation	.777**	1	
	Sig. (2-tailed)	0.000		
Information Sharing	Pearson Correlation	.840**	.907**	1
	Sig. (2-tailed)	0.000	0.000	
	N	91	91	91

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

Regression Analysis

The overall objective of the study was to investigate the impact of public involvement in the budgetary process on service delivery in Kiambu County, Kenya. And to obtain this, the study focused on two objectives which were stakeholder consultation and information sharing. From the results in Table 2, it can be argued that stakeholder consultation and information sharing have a positive and significant joint correlation with service provision ($R = 0.841$).



In addition, the results revealed that stakeholder consultation and information sharing explain up to 70.7% of the variation in service provision ($R^2 = 0.707$). This implied that the remaining variation can be explained by other variables other than the two.

Table 2: Regression Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.841 ^a	0.707	0.697	0.254
Predictors: (Constant), Stakeholder Consultation, Information Sharing Dependent: Service Provision				

Moreover, ANOVA tests were done to determine whether the model works in explaining the connection among variables as assumed in the conceptual framework. The study inferences from Table 3 showed an F statistics value of 106.36 with a significance level of 0.000 which was less than 0.05 significant level, hence, establishing the model is statistically significant. The implication is that each independent variable contributed significantly to changes in the dependent variable.

Table 3: Analysis of Variance

Model		Sum of Squares	df	Mean Square	F	Sig.
	Regression	13.576	2	6.7880	106.36	0.000
	Residual	5.616	88	0.0638		
	Total	19.192	90			
Dependent Variable: Service Provision						
Predictors: (Constant), Stakeholder Consultation, Information Sharing						

Regression Analysis Model

The regression analysis model showed the relationship between stakeholder consultation, information sharing, and budget forums and service provision as displayed in Table 4. The regression equation showed that a constant change of 0.056, a unit change in stakeholder consultation causes an increase of 0.132 in service provision while a unit change in information sharing causes an increase of 0.786 in service provision.

Table 4: Regression Coefficients

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.056	0.141		0.397	0.692
Stakeholder Consultation	0.132	0.193	0.096	0.684	0.496
Information Sharing	0.786	0.187	0.722	4.207	0.000
Dependent Variable: Service Provision					



CONCLUSIONS

Based on the above-mentioned verdicts, the study therefore acknowledged and concluded that information sharing had a positive and significant effect on service provision in Kiambu County. Hence, information sharing was found to play a significant role on service provision in Kiambu County. On the other side, the study acknowledged and concluded that stakeholder consultation had a positive and insignificant effect on service provision in Kiambu County. Therefore, stakeholder consultation was not found to play a significant role on service provision in Kiambu County.

POLICY RECOMMENDATIONS

From the study verdicts and conclusions, the study made the following recommendations that the findings revealed a statistically significant relationship on information sharing and service provision. However, there was no statistically significant relationship on stakeholder consultation and budget forums with service provision. Therefore, based on the study findings the study recommends that the Kiambu County Government should focus more on information by ensuring there is proper dissemination and flow of information and communication clearly spelt out so that every stakeholder gets the relevant information pertaining their roles and participation in the efficient and effective delivery of quality service provision to its citizens.

CONTRIBUTION TO KNOWLEDGE

The study demonstrated that in Kiambu County Kenya, stakeholder consultations and information sharing are important in enhancing service provision. However, only information sharing had a significant impact. This demonstrates that when citizens are given information regarding public service delivery, they are able to actively contribute during public participations.

AUTHOR'S AUTOBIOGRAPHY

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AUTHOR CONTRIBUTIONS

Under the supervision of both Dr. Edna Moi as the university lecturer in the department of Public Policy and Administration, Kenyatta University, Kenya, Elizabeth Murigu wrote the concept paper, edited and proceeded to write the whole paper. Under the supervisor's guidance, she collected and analyzed data as reflected in the work. Therefore, any grammatical issues are solely hers.

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CONFLICT OF INTEREST DECLARATION

The authors registered no conflict of interest in this study. In addition, the ethical issues; including plagiarism, informed consent, misconduct, data fabrication and (or) falsification, double publication and (or) submission, redundancy has been completely observed by the authors.

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