Moderating Effect of Public Participation on the Relationship Between Political and Economic Relations on Service Delivery of County Governments in Kenya

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ABSTRACT

Devolution in any country is expected to bring efficient and effective service delivery closer to the people. Inter-governmental relations are critical for the effective and efficient service delivery by governments, as an important component of any political system with more than one level of government. The general objective of the study was to examine the role of inter-governmental relations on service delivery of county governments in Kenya The target population of the study was 2,061 county government officials from all the 47 counties in Kenya who included the governors, deputy governors, county secretaries, ward administrators and county executive members. The study sample was 384 respondents which used multiphase sampling technique to select the subjects of study. Both stratified random sampling technique and simple random sampling techniques were adopted to get the sample of counties and county government officials to be included in the study. Quantitative data was analyzed using descriptive and inferential analysis. The study used bivariate regression analysis and moderated multiple regressions to analyse the association between inter-governmental relations dimensions, public participation and service delivery variables. Results revealed that all the inter-governmental relations had a positive and significant relationship with service delivery of county governments in Kenya. However, the magnitude of the influence was different for the specific inter-governmental relations. Further, the results showed that public participation had a positive and significant moderating effect on the relationship between inter-governmental relations and service delivery of county governments in Kenya. The study concluded that inter-governmental relations had the potential of positively influencing service delivery in terms of timely and quality delivery, improved infrastructure, revenue and debt management and citizen service satisfaction. Consequently, this study provides national and county governments with insights of how to improve service delivery through the implementation of inter-governmental relations. The study recommended that national and county governments should adopt a culture of enhancing inter-governmental relations (political and economic relations). This could go a long way in ensuring there is improved service delivery in the county governments in Kenya.

Keywords: Inter-governmental relations; Multi-level systems of Governance, Political Relations; Economic Relations; Service Delivery; County Governments

INTRODUCTION

Intergovernmental Relations (IGR) are conventionally defined 'as important interactions between governmental units of all types and levels' (Ile, 2010). In this study, IGRs are defined as an interacting network of institutions at the national and county levels, created and refined to enable the various spheres of government to cohere in a manner appropriate to Kenyan institutional arrangements. It is an evolving system of institutional co-operation that seeks to address the principles of equality and interdependence as defined by the Constitution of Kenya 2010 (Mutakha, 2014)**.**The constitution of Kenya, 2010, introduced changes in the governance structure of the country by

introducing the concept of devolution which gave rise to intergovernmental relations (RoK, 2010). Mutakha (2014) asserts that the achievement of effective service delivery by county governments to a large extent, therefore, depends on the nature of intergovernmental relations between the national and county governments. The advent of the new constitution changed the way government operations are handled. It led to the creation of two tiers of government, national and county government and this brought about decentralization of some of the functions previously performed by the central government to county governments, to ensure services are delivered effectively and efficiently at the county level (Kabau, 2016). This led also to the decentralization of operations of these functions. Previously, functions were performed from a centralized focus, with the delegation to the provincial level as the only way central government ensured services were performed at local levels. Distribution of functions between the two levels of governments is guaranteed in the Constitution of Kenya 2010 Fourth Schedule (Muriu, 2013).

Decentralization of functions gives county governments and their agencies the responsibility of performing the operational activities of each function to ensure services are delivered in the areas of their jurisdictions (Lubale, 2017). They have a responsibility to ensure policies formulated by the national government are implemented as required, to ensure services are delivered to the benefit of its citizens (Muriu, 2013). Intergovernmental relations often require strategic change which involves radical transitions between the national and county governments and encompasses strategy, structure, systems, processes, and culture (Daba & Mulu, 2017). The track record of success in bringing about strategic change within most county governments has been poor since many fail to grasp that they are performing policy implementation which means turning plans into reality rather than formulation (O'Toole & Christensen, 2012).

However, since the inception of the devolved county governance in Kenya and despite the efforts by counties to employ new approaches and strategies to enhance service delivery the efforts have not always led to the expected results Counties have designed laws regarding IGR framework to enhance service delivery to the citizens. The most outstanding factor has to do with the strategic management of counties. For instance, Nwapi and Andrews (2017), notes that to improve service delivery to citizens, leaders are required, first, to improve the intergovernmental relations between the two levels of government to support the service delivery in the counties.Poor service delivery is seen as a challenge that can be better managed through a stronger intergovernmental relations system (Ile, 2010).

Multilevel Systems of Governance
Constitutional structures regulate whether countries have a federal or a unitary system of territorial distribution of power and stipulate the territorial levels of government (Satter, et al., 2016). Thus, constitutions structure the number of vertical and horizontal intergovernmental relations. Actual dynamics, however, depend on policy prerogatives that establish sub-national authority vis-à-vis the national administration. These prerogatives, usually understood in terms of power, responsibilities, and resources, shape the territorial balance of power within a country. Power, responsibilities, and resources can be combined to apprehend the degree of authority in the hands of regional governments (Sieder, Schjolden & Agell, 2016).

Governance and levels of government are important interactions between governmental units of all types and levels. It is an interacting network of institutions at national and local levels, created and refined to enable the various parts of government to cohere in a manner appropriate to the institutional arrangements (Mutakha, 2014). De la Cruz (2015) observes intergovernmental relations as the dynamics of interactions that exist to enhance governance in different levels government. It is the relationship that emanates as a result of interactions between and among governmental power centers within a state constitutes intergovernmental relations. He opines that IGRs that involves citizens and public officials as well as governmental entities of all sizes, types, and locations have substantial roots in service delivery.

The United Kingdom's devolution settlement was intended to establish a dual allocation of fiscal and legislative powers across different levels of governance (Cent, Grodzińska-Jurczak, & Pietrzyk-Kaszyńska, 2014). High levels of self-rule and exclusive jurisdictions for each government do not require close coordination and cooperation of policies and legislation (Kern, 2019). The EU has provided a quasi-federal constitution under which the devolution settlement has evolved This system integrates the legal frameworks and the intergovernmental interaction across and within member states (Kazepov & Barberis, 2013). In a comparative perspective, Germany has been often regarded as a typical example of a cooperative federalism. It has been considered as the characteristic feature of German federalism. In this federal system, vertical intergovernmental relations predominate, and horizontal relations between the *Länder* are embedded in them ((Ekroos, Leventon & Smith, 2017). Governments of the *Länder* coordinate their policies either in negotiations with the federal government, or in order to build coalitions against the federal government. These coalitions vary, depending on issues at stake or the political situation (Jänicke & Wurzel, 2019).In fiscal policies, particular economic interests of rich and poor *Länder* usually determine cooperation and conflicts. In other policies, coalitions among *Länder* reflect party political complexions of government.

China's governance structures are undergoing rapid change (Ye, 2014). Having officially endorsed 'socialist democratic politics', grassroots elections and internal democracy in the ruling Chinese Communist Party (CCP) are continuing to develop. The rule of law is strengthening and a civil society is being established (Zajak, 2017). This scenario involves the continuation of the current intergovernmental relationships into the future. In this structure the central government controls the majority of fiscal resources and the appointment of major officials (Frankline, Kraine & Ebdon, 2013). Within provinces, the provincial government controls the appointment of major local officials and most of the province's fiscal revenue. The structure differs to the former planned economy as it involves rule by law and a market economy (Homsy , Liu & Warner, 2019). Because of these two factors, the central government can effectively realize the 'State's will' and push forward with national reforms and development in areas such as social security, education and trans-regional infrastructure(Ongaro, Gong & Jing, 2019).

The South African Constitution, 1996 established three separate, interdependent and interrelated spheres of governments, namely national government, nine provincial governments and 283 (now 278) municipalities. Service delivery has been enhanced through IGR. Each sphere is assigned its powers, functions and responsibilities. Decentralisation has important advantages since it ensures public accountability and responsibility to a greater extent than centralisation. Moreover, there is direct contact between voters and political representatives and office bearers in the provincial and local spheres. The success of decentralisation reforms also depends on consistent and coherent national policies, sound legislative and regulatory frameworks for decentralisation, and effective review mechanisms to resolve disputes among all spheres of government. It is believed that in South Africa service provision and good governance can best be achieved through decentralisation. Decentralisation has also been associated with democratisation (Nzimakwe & Pillay, 2014).

Kenya's administrative system before the adoption of the new constitution in 2010 (CoK, 2010) was highly centralized with a unitary system of government, with the delegation of powers to sub-national units at six levels, namely; sub-location, location, division, district, province and then national. The relationship was that of a superior and subordinates. Political power was shared between the national government and local authorities, who still drew their authority from the national government. Under the centralized system, there was the limited active involvement of the sub-national units as partners with the central government in governance (Kihoro, Nzulwa, Iravo & Wagana, 2017; Wambua, 2014; Kabua, 2016). The Constitution of Kenya, (2010), (RoK, 2010) introduced the concept of devolution, which provides a strong anchor against the concentration of power in the Executive and engenders cooperative governance. Mutakha (2014) avers that Devolution also accommodates diverse national interests and local decision-making on priority development activities. Devolution stands in contrast to the erstwhile administrative system which did not stimulate a spirit of cooperation and consultation between the national and sub-national units as partners for development (Shihanya, 2012).

Mutakha (2014) opines that the concept of devolution provides for a strong bulwark against the concentration of power in the Executive and facilitates interdependence as well as cooperative governance. Mutakha (2014), further asserts that devolution accommodates diverse national interests and local decision-making on priority development activities. It stands in contrast to the erstwhile centralized administrative system which did not stimulate a spirit of cooperation and consultation between the national and subnational units as partners for development Thus, two levels of government were created, the national and county levels of government which are distinct and inter-dependent and are required to conduct their mutual relations on the basis of consultation and cooperation (Mutakha, 2014)

Inter-Governmental Relations
Intergovernmental relations seek the achievement of common goals through mutual relationships between and across vertical and horizontal governmental arrangements, alignment and cohesion across all spheres of government (Tshishonga, 2017). The aim of intergovernmental relations, therefore, is to facilitate execution of government activities, primarily service delivery, through synergy, efficiency, and effectiveness in delivering services, to sustain democracy and strengthen delivery capacity across all spheres of government for the common good (Ile, 2010). According to Paulsen (2016), there are various approaches to intergovernmental relations. The first approach is the democratic approach to the study of intergovernmental relations which emphasizes provincial and local government's right to self-determination to the extent of regarding such governmental bodies as autonomous institutions. Supporters of this approach are opposed to the centralization of authority and strongly favour greater devolution to subordinate authorities (Daba & Mulu, 2017).

They are inclined to hold separatist views and to emphasize the autonomous right of existence of every sphere of government. They also emphasize a regional uniqueness, even at the expense of community values and institutional requirements. The emphasizing of one value (democratic principles) at the expense of other values negates the basis of participation within a total governmental hierarchy (Jordaan & Fourie, 2013).The second approach is the

normative-operational approach which examines the importance of considering all pertinent norms to analyze the total operational reality of governmental relations without one aspect of governmental relations being overemphasized at the expense of another (Tshishonga, 2017). Group norms or value objectives are important since the normative-operational approach entails an investigation of what is or should be desirable (Jordan & Fourie, 2013).Since intergovernmental relations are practiced within a public administration environment, it means that there are norms and values to which it should subscribe to (Mathebula, 2013). The norms and values should guide the behaviour of public officials in the performance of their duties.

The last approach, constitutional or legal approach suggests that the constitution and other legislative provisions may be used as a point of departure in the study of intergovernmental relations. According to Beard (2017), in the eighteenth and nineteenth centuries, the federalist movement in the United States advocated the constitutional approach and accepted the existing hierarchy of governments as a constitutional fact and the constitution which was considered to be the instrument for achieving harmony was seen to be the basis for the determination of intergovernmental relations. Paulsen (2016) concurs by stating that this approach accepts the factual information contained in the legislation as a constant (until amended by subsequent legislation) and also accepts that relations between governmental bodies exist exclusively within the framework of clauses permitting such relations. According to Paulsen (2016), an IGR system consists of facilitative systems and relationships that enable the units of government to participate effectively and carry out mandates so that governmental goals are achieved. This includes executive mechanisms, coordinating mechanisms, cooperative agreements, judiciary and legislative mechanisms that all facilitate delivery by government machinery. Intergovernmental relations can thus be defined as the "glue" that holds them together. In other words, it is the interactions, relationships and the conduct of officials between governmental activities.

This entails the following: the constitutional status, institutions, powers and functions of each sphere must be respected; a sphere must remain within its constitutional powers; and when exercising those powers, a sphere must not do so in a manner that encroaches on the geographical, functional or institutional integrity of another sphere. Third, spheres of government must take concrete steps to realize co-operative government by fostering friendly relations; assisting and supporting one another; informing one another of, and consulting one another on, matters of common interest; coordinating their actions and legislation with one another; adhering to agreed procedures; and avoiding legal proceedings against one another (Ile, 2010; Agba & Akwara, 2013).

In South Africa, in spelling out the principles of co-operative government and intergovernmental relations, the Constitution binds all spheres of government and organs of state in each sphere of government to three basic principles: First, there is a common loyalty to the Republic as a whole. This means that all spheres are committed to securing the well-being of all the people in the country and, to that end, must provide an effective, transparent, accountable and coherent government for the Republic as a whole. This is the object of a cooperative government (Zulu, 2014). Second, the distinctiveness of each sphere must be safeguarded. This entails the following: the constitutional status, institutions, powers and functions of each sphere must be respected; a sphere must remain within its constitutional powers; and when exercising those powers, a sphere must not do so in a manner that encroaches on the geographical, functional or institutional integrity of another sphere. Third, spheres of government must take concrete steps to realize co-operative government by fostering friendly relations; assisting and supporting one another; informing one another of, and consulting one another on, matters of common interest; coordinating their actions and legislation with one another; adhering to agreed procedures; and avoiding legal proceedings against one another (Uweziyaman, 2014).

In Ethiopia, Jebessa (2017) stated that the federal-states intergovernmental relations have a direct impact on the operation of the federal system and very important in understanding the operational part of a federal system since it tends to alter or entirely change the constitutional division of power. This is so because intergovernmental relations are inherent in federations which give life to the federal system through practice after the constitution divides powers between orders of government. Some federations deal it in their constitution while others develop through legislation. Some rely on an institution that manages these relations.

The Kenyan devolution as a system of governance is established in the constitution (RoK, 2010) through chapter eleven. However, the principle of Intergovernmental relations is espoused in Chapter two in Article 6(2) which describes the government at two levels as being distinctly created by the constitution as opposed to being created by another level (Mutakha 2014). Each level has a measure of equality and autonomy and hence the principle of distinctness. Intergovernmental relations is also operationalized by Article 189 with provisions on cooperation between national and county governments which requires government at either level to perform its functions and exercise its power in a manner that respects the functional and institutional integrity of government at the other level, and respects the constitutional status and institutions of government at the other level and in case of county government, within the county level.

Further to the constitutional provisions, Parliament enacted The Intergovernmental Relations Act, 2012 to establish a framework for consultation and cooperation between the national and county governments and amongst county governments, to establish mechanisms for the resolution of intergovernmental disputes pursuant to Articles 6 and 189 of the Constitution, and for connected purposes (Act No. 2 of 2012). Another key objective of the Act is to establish institutional structures and mechanisms for intergovernmental relations. In view of the above, it is clear that co-operative government can be regarded as one of the cornerstones of the new constitutional dispensation in Kenya and those intergovernmental relations in both the legislative and executive areas of government can be regarded as a practical instrument for ensuring co-operative government to enhance service delivery).

Statement of the Problem

Inter-governmental relations are critical for the effective and efficient service delivery by governments, as an important component of any political system with more than one level of government (World Bank, 2015; Kabau, 2016). The aim of intergovernmental relations is, therefore, to enable government activities, primarily service delivery, through synergy, efficiency and effectiveness in delivering services to sustain democracy and strengthen delivery capacity across all spheres of government for the common good, as acclaimed by Pretorius (2017). In the decentralized systems, service delivery is assessable from; political stability, accountability, government effectiveness, rule of law, control of corruption and quality of regulation which can only be achieved through sound and effective inter-governmental relations (Pretorius, 2017; Okonjo-Iweala & Osafo-Kwaanko, 2017; Shaibu, 2019; Remikulan, Sidi & Bemi, 2014; Ikeanyibe, Chukwu & Ibietan, 2019; Philimore, 2013).

The institutional arrangement of county governments in Kenya faces challenges that include, first, the limited research done in the area of inter-governmental relations in developing economies, especially those in Africa (Okonjo-Iweala & Osafo-Kwaanko, 2017). Second, Kenya's county governments are faced with a myriad of service delivery inadequacies on areas that need to be reformed (Wagana, 2017; Wambua, 2014; Muthui, 2016). Third, the Inter-governmental relations used in developed countries are not directly applicable in developing economies because of political, economic, technological and cultural differences (Philimore, 2013; Shinyabade, 2016; Tonhodzai, Nyikadziro & Nhema, 2015; Shaibu, 2019). Lastly, according to Wagana (2017) minimal research, if any, has been done on the Inter-governmental relations of Kenya's county governments. It is on this premise that the current study sought to examine the relationship between inter-governmental relations and service delivery of county governments of Kenya.

Research Objectives

The study was guided by the following specific objectives:
 i.   To establish the influence of political relations on service delivery of county governments in Kenya.
 ii. To establish the influence of economic relations on service delivery of county governments in Kenya.
 iii. To establish the moderating influence of public participation on the relationship between inter-governmental relations and service delivery of county governments in Kenya.

Research Hypotheses

The study was guided by the following research hypotheses:

H_{a1}: There is a significant relationship between political relations and service delivery of county governments in Kenya

H_{a2}: There is a significant relationship between economic relations and service delivery of county governments in Kenya

H_{a3}: Public participation moderates the relationship between Inter-governmental relations and service delivery of county governments in Kenya

Theoretical Review

The Sequential theory of decentralization was proposed by Falleti (2004). The theory contends that decentralization is a set of state reforms. As such, decentralization does not include transfers of authority to non-state actors. Akorsu (2015) cited Falleti (2010) and noted that political relation reforms may take place in authoritarian as well as democratic contexts, which means that the concepts of decentralization and democratization should not be conflated. Notably, Weingast (2014) opined that sequential theory of decentralization classifies territorial decentralization into political relation dimensions.

Kimathi (2017) avers that Falleti's sequential theory of decentralization is based on three propositions: First, the Institutional design of decentralization policies is highly dependent on when those policies take place within the sequence of political relation reforms. According to Nasution (2014), political relation policies that take place early in the sequence tend to increase the power of local government actors, whereas early political relations reforms tend to negatively affect their power. Secondly, a set of preferences of national and sub-national actors about types of decentralization. National politicians and executives prefer political relations, which in turn is preferred to political

decentralization. Lastly, the origin or the state context in which the decentralization process takes place and the timing of each political reform are crucial (Mahajan & Mannan, 2016).

Importantly, the sequential theory of decentralization specifies three actors in the policymaking process: the president, governors, and mayors. These actors have their political territorial preferences (Tackie, Marfo-yiadan & Achina, 2016); the president prefers the political dimension because it helps reduce national expenditures through the "downward transfer of responsibilities". On the other hand, local officials (governors and mayors) prefer the political dimension that accompanies gubernatorial and mayoral elections; these electoral mechanisms bestow legitimacy on local officials and allow them to further pursue their territorial interests "without fear of retaliation" from the president (Alonso, Cliffton and Diaz-fuentes (2015) argued it is expected political relations to have either a positive or negative impact on the autonomy of subnational executives. If a political relation improves local and state bureaucracies, fosters the training of local officials or facilitates learning through the practice of delivering new responsibilities, it will likely increase the organizational capacities of sub-national governments (Khanya & Wawire, 2015). As such, the theory provides an in-depth understanding of the political relations variable of intergovernmental relations on service delivery of county governments in Kenya.

The main idea of this theory is that participation depends on citizens having access to information about politics and government, and their desire to use that information in decision making (Jonston, 2015). It is the increase in the levels of education that helps citizens to acquire and process large amounts of information, it is considered that education provides skills in the area of technology (Agarwal & Kallapur, 2016) while at the same time increases the individual's ability to analyze it further cheaper in cost to acquire information (print media, electronic media, among others), contribute to producing a process of citizen mobilization (Sebola & Tsheola, 2017). From this perspective, the informed citizen is a "critical citizen". Citizen dissatisfaction with the state makes manifest in forms of unconventional participation, such as protest (Yang, He & Long, 2016).

The key themes that explain this theory are education, use of media, interest in politics and political knowledge, and satisfaction/dissatisfaction policy (Yang, He & Long, 2016). Education is measured in levels from low to high; use of media in political knowledge is whether citizens understand how the political system works; and satisfaction/dissatisfaction policy refers to public attitudes about the performance of the system to deliver benefits to the citizens (Seboal & Tsheola, 2017; Cooper, Stavros & Dobele, 2019; Sebola, 2014).

Critics of this theory suggest that this theory does not explain why once individuals have acquired all the information they would be motivated to use it to act in an informed manner (Yang, He & Long, 2016). That is, citizens can acquire and process information, but in the absence of incentives, it is not clear why they would be motivated to participate. This theory if applied in devolved governance systems will make the citizens knowledgeable hence ability to make informed choices in governance (Nelson & Leblebici, 2017). This theory provides indulgence on public participation variable which moderates the relationship between intergovernmental relations and service delivery of county governments in Kenya.

The new public management theory emerged in the 1980s and 1990s. The theory was proposed by Hood (1991) who argued that to reconfigure the state along with more cost-efficient (and effective) lines. The protagonist recommended that the public sector is opened up to greater private sector influence. Pérez-López, Prior and Zafra-Gómez (2015) citing (Polidano, 1999) avers that new public management reforms were aimed at improving the quality of public services, saving public expenditure, increasing the efficiency of governmental operations and making policy implementation more effective. The belief that large and monopolistic public bureaucracies are inherently inefficient was a critical force driving the emergence of the new public management (Wynen, Verhoest & Rübecksen, 2014)). The theory represents a set of ideas, values, and practices aimed at emulating private sector practices in the public sector (Dan & Pollitt, 2015).

The proponents of this theory advocate that the government should put in place social accountability mechanisms to increase efficiency in service delivery. The new public management theory is relevant to the current study as it informs citizen's participation and service delivery variables. The theory advocates for citizens participation in the process of evaluating public services since the new public management principle of customer responsiveness requires that the degree of user satisfaction be measured (Sebola, 2014). This study drew from the theory of new public management in understanding the impact of public participation on service delivery. The broad idea of new public management theory is the use of market mechanisms in the public sector to make managers and providers more responsive and accountable (Cooper, Stavros & Dobele, 2019).

The theory is also important in the understanding of the service delivery variable. The rationale for establishing county governments is to ensure efficient service delivery. In this regard, county governments are an important tool for new public management reforms in improving the quality of public services and increasing the efficiency of governmental operations. The new public management theory is, therefore, evident in the quality of services delivered by the county governments. Besides, the new public management theory provides a foundation for

predicting the link between IGR and service delivery variable. The moderating variable (public participation) will also be examined based on new public management theory as an emerging governance dynamic.

The assumption is that the more the separation of power from the policy formulation, the more the participation by different groups in the execution process, and the more the realization of efficiency on the process outcomes. Application in the study is that in the co-operation between national government and county governments will result in synergies, information and knowledge sharing, leveraging on each other's strength to generate more innovative ways and better products in service delivery (Fillippetti & Sacchi, 2013; Kipyego & Wanjare, 2017). Complementarities with between national government and county governments, clear assignment roles as well as enforcement of good management strategies are more likely to lead to improved devolved service delivery (Shen & Zou, 2015). The above theory facilitated the understanding of economic relations as an element of efficient service delivery in Kenya. In this regard, collaborative governance regimes are understandable because the context of IGR framework is based on various environmental situations and socio-economic backgrounds.

Conceptual Model and Hypothesis

Figure 1 below presents the conceptual framework of the study to be undertaken. Considering the above descriptive analysis of the theoretical framework, IGR has led to a considerable amount of conceptualization, which significantly enhance service delivery which includes an interactive governance-based theoretical framework that introduced the notions of shared ideas, operations by agreed instruments and operationalizing ideas through IGR implementation (Sebola, 2014). IGR is linked to service delivery Zulu, 2014; Pietersen, 2017).The variables are extracted from the studies conducted by the following scholars and reports: (Harouvi, 2012; Wagana, 2017; Zulu, 2014; Pieterson, 2017; Finch, 2015; Muriu, 2013; Macharia et al., 2014).
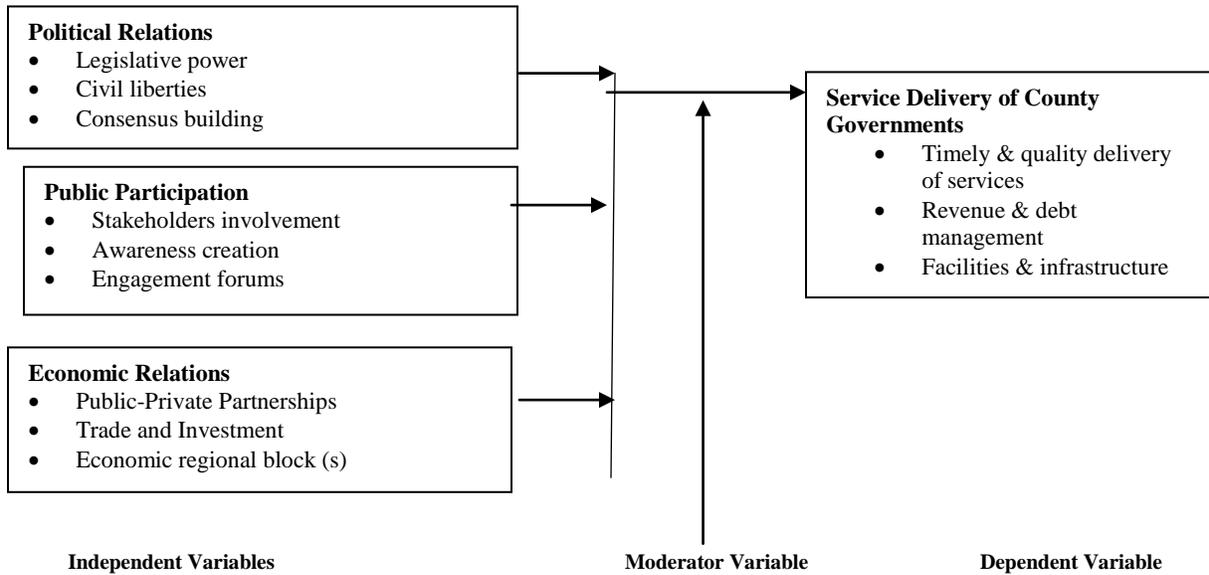

Figure 1: Conceptual Framework

METHODOLOGY

A research design is thus a plan of how the research will be carried out (Neumann, 2013). According to Yin (2017), a descriptive research design is a type of design used to obtain information concerning the current status of the phenomena to describe "what exists" with respect to variables or conditions in a situation. The descriptive design was used since the study aimed to gather quantitative data that described the nature and characteristics of the role of intergovernmental relations on service delivery of county governments in Kenya. Quantitative research makes use of questionnaires, surveys and experiments to gather data that is revised and tabulated in numbers, which allows the data to be characterized by the use of statistical analysis (Babbie, 2015). Quantitative research measure variables on a sample of subjects and express the relationship between variables using effect statistics such as correlations, relative frequencies, or differences between means; their focus is to a large extent on the testing of theory. On the other hand, Creswell and Clark (2017) point out that there are several common characteristics of qualitative

research, which includes: the data is collected in the field at the natural setting; the researcher is a key instrument and they also use multiple forms of data collection such as interviews, observations, and documents rather rely on a single data source. This study employed qualitative research while generating data from specific participants on the role of intergovernmental relations on service delivery of county governments in Kenya using interviews.

Therefore, this design was appropriate for the study which extensively tested the analysis of the relationships between variables. In his study on Effect of governance decentralization on service delivery in county governments in Kenya, Wagana (2012), used a descriptive research design. Other previous researches examining the relationship between decentralization and service delivery also used the descriptive design (Abe &Monisola, 2014; Wambua, 2014; Opiyo, 2014; Wangari, 2014).

In this study, the unit of analysis was county governments. The unit of observation was the national and county government officials. Therefore the study population of this study was 2,061 county government officials from all the 47 counties in Kenya who include the governors, deputy governors, county secretaries, ward administrators and county executive members. From the national government side, the study population was the 2,057 officials who include the county commissioners, deputy county commissioners, assistant county commissioners, and chiefs. The study population brought out intergovernmental relations aspects as the targeted population comprises of the national and county governments officials. The list of the national and county government officials was sourced from the directory of Commission on Revenue Allocation (2019) and http://kenyacountyguide.com website as at 31st March 2019. This is as illustrated in Table 1.

Table 1: Target Population

Category	Cadres of Officials	Target Population
County Government	Governors	47
	Deputy governors	47
	County Secretaries	47
	County ministers	470
	Ward Administrators	1450
	Subtotal	**2061**
National Government	County Commissioners	47
	Dep. Commissioners	130
	Ass. County commissioners	130
	Chiefs	1750
	Sub-Total	**2057**
Total		**4118**

Source: Kenya Commission on Revenue Allocation (2019)

In this study, the sampling frame was a list of 4,118 county government and national government officials based in all the 47 county governments in Kenya. The Fishers formula was used to determine the appropriate sample size of this study. This was because the target population consists of a large number of units (national and county government officials) (Frankfort &Nachmias, 2007; Stevens, 2012). The researcher assumed 95% desired level of confidence, which is equivalent to the standardized normal deviate value of 1.96, and an acceptable margin of error of 5% (standard value of 0.05). The formula used for calculating sample size for the large population was as follows:

n $\quad = \quad Z^2 pq / e^2$

Where n $=$ required sample size

p and q $\quad = \quad$ Population proportions which are set at 0.5 each

Z $\quad = \quad$ Level of confidence

Typically the level of confidence for surveys is 95% in which case Z is set to 1.96.

e $\quad = \quad$ Sets the margin of error of the sample proportion. This was set
$\quad\quad\quad\quad$ at 5% or 0.05.

The study had a population of over 1,000 but less than 10,000

This being a large (binomial) population, the sample was, therefore worked out as follows:

n $\quad = \quad \dfrac{Z^2 pq}{e^2} \quad = \quad \dfrac{(1.96)^2 (0.5)(0.5)}{(0.05)^2} \quad = \quad 384.16$

Thus, this study used a sample of 384 county government officials as respondents.

To calculate the sample for each stratum, the study adopted the following formula:

$Y_i \quad = \quad \dfrac{384 \times X_i}{4118}$

Where $\quad Y_i$ = Number for each stratum selected in the sample.

$\quad\quad\quad X_i$ = the total number of county government officials in a stratum

According to Creswell and Creswell (2017), a population is stratified based on different features of the population and a random sample is picked from each stratum. An optimum sample should be in a range of 10%-30% (Mugenda & Mugenda, 2012; Lewis, 2015 Frankfort & Nachmias, 2007). Therefore, 30% of the 47 county governments give 14.1 which is rounded down to 14. A total of 14 county governments as shown in table 3.2 were randomly selected from the 6 regions based on the population of county government officials and proximity.

Based on stratified random sampling approach, the following 14 counties were selected; Nairobi (Nairobi region); Muranga, Nyeri (Central region); Mombasa and Kwale (Coast region); Meru, Garissa and Machakos (Eastern and North Eastern region); Kakamega, Siaya and Kisii (Nyanza and Western region), and Nakuru, Laikipia, Kajiado (Rift Valley region). A previous study by Wagana (2017) on the effects of governance decentralization on service delivery of county governments in Kenya used 17.02% as an appropriate sample size. Therefore, 14 county governments (29.79%) are considered optimal and representative of all counties in Kenya.

Table 2: Sample Size Distribution

Region	Counties per Region	Number of Counties Selected for study
Nairobi	1	1
Central	5	2
Coast	6	2
Eastern & North Eastern	11	3
Nyanza & Western	10	3
Rift Valley	14	3
Total	**47**	**14**

Thereafter, stratified random sampling technique was used to select the county government officials from each stratum as suggested by Tabachnick and Fidell (2007) and Mugenda and Mugenda (2012). The county governments were stratified into 6 regions. To select the number of county government officials in each region, the researcher divided the total number of county government officials in each region by the total number of county government officials into the entire 6 regions and then multiplied by the sample size (384) as shown in Table 3. Thereafter, the study randomly selected the specific number of individual county government officials allocated to each selected counties as respondents for the study. In this study, three hundred and eighty-four (384) county and national government officials from 14 counties in 6 regions were sampled and questionnaires administered to them in their respective strata as shown in Table 3.

Table 3: Sample Size Distribution (Unit of Observation)

Category	Officials	Population	Sample Size
County Government	Governors	47	4
	Deputy governors	47	4
	County Secretaries	47	4
	County ministers	470	44
	Ward Administrators	1450	135
	Subtotal	**2061**	**191**
National Government	County Commissioners	47	4
	Dep. Commissioners	130	12
	Ass. County Comm.	130	12
	Chiefs	1750	165
	Sub-Total	**2057**	**193**
Total		**4118**	**384**

Data Collection Instruments

Although several tools exist for gathering data, the choice of a particular tool depends on the type of research. These include; focus group discussions, observations, interview, and questionnaire. Since this study sought to examine the role of inter-governmental relations on service delivery of county governments, a research instrument which could investigate and measure the perception of respondents was required. In this study, a questionnaire which is seen as

the most appropriate tool was used. A questionnaire is perceived as the most accurate tool for measuring self-sufficiency existing relationship, objects or events as well as self-reported beliefs and behaviour (Newman, 2013). Further, the questionnaire is seen to be appropriate as it allows data to be collected quickly and efficiently. The use of questionnaire also makes it possible for descriptive, correlation and inferential statistical analysis (Sein *et al.*, 2011). The researcher developed the questionnaire used in this study based on previous studies. Use of previous questionnaires assists in the reliability and validity of the current instrument as well as saving much time spent in developing a new questionnaire (Babbie, 2015).

A total of 384 questionnaires were disbursed which had both open-ended and closed questions. Open-ended questions provided the opportunity for self-expression openly and honestly. They allow the respondents to give their ideas, concerns & feelings (Gregor &Hevner, 2013).Matrix questions were used for most questions in the survey except for the section dealing with county background information and a few open-ended questions. Five choices were provided for every question or statement. The choices highlighted the strength of agreement to the given question. The matrix-type of questions enables the respondents to answer the questions easily. Besides, these allowed the researcher to carry out the quantitative approach effectively with the use of statistics for data interpretation relating to the study.

Mugenda and Mugenda (2012) define data collection as the precise, systematic gathering of information relevant to the research sub-problems, using methods such as interviews, participant observations, focus group discussion, narratives and case histories. The primary data was collected through the use of questionnaires. The questionnaires were presented to the respondents under a questionnaire-forwarding letter accompanied by an introduction letter from the university. The researcher identified the respondents, introduced himself and requested to drop the questionnaire and collect back answered instruments. Collection of data was also facilitated by research assistants who had been adequately trained on the instrument.

RESULTS AND DISCUSSION
Diagnostic Tests
The current study had a sample of 384 and for a data set to be regarded as adequate and appropriate for statistical analysis, Barlett's Test of Sphericity was conducted. Bartlett's test of sphericity tests whether the correlation matrix is an identity matrix. The null hypothesis of this test is that the correlation matrix is an identity. Thus a significance Chi square of the Bartlett's test indicate that the correlation matrix is not identity and factor analysis is recommendable. The results of the Bartlett's Test are summarized in Table 4. The Bartlett's Test of Sphericity Taking a 5% level of Significance, $\alpha= 0.05$. The p-value (Sig.) of .000 < 0.05, therefore the Factor Analysis is valid as $p < \alpha$, the study therefore rejected the null hypothesis H_0 and accepted the alternate hypothesis (H_1) that there may be statistically significant interrelationship between variables.

Table 4: Kaiser-Meyer-Olkin (KMO) Bartlett's Test

KMO and Bartlett's Test			
Political Relations	Bartlett's Test of Sphericity	Approx. Chi-Square	1903.897
		Df	292
		Sig.	.000
Economic Relations	Bartlett's Test of Sphericity	Approx. Chi-Square	2012.807
		Df	292
		Sig.	.000
Public Participation	Bartlett's Test of Sphericity	Approx. Chi-Square	1721.654
		Df	292
		Sig.	.000
Service Delivery	Bartlett's Test of Sphericity	Approx. Chi-Square	1587.021
		Df	292
		Sig.	.000

Multicollinearity test in this study was done by examining tolerance and the Variance Inflation Factor (VIF) are two collinearity diagnostic factors that can help you identify multicollinearity. Tolerance is a measure of collinearity; the variable's tolerance is $1-R^2$. A small tolerance value indicates that the variable under consideration is almost a perfect linear combination of the independent variables already in the equation and that it should not be added to the regression equation. All variables involved in the linear relationship will have a small tolerance. Some suggest that a

tolerance value of less than 0.1 should be investigated further. If a low tolerance value is accompanied by large standard errors and no significance, multicollinearity may be an issue.

The Variance Inflation Factor (VIF) measures the impact of collinearity among the variables in a regression model. The Variance Inflation Factor (VIF) is 1/Tolerance, it is always greater than or equal to 1. There is no formal VIF value for determining the presence of multicollinearity. Values of VIF that exceed 10 are often regarded as indicating multicollinearity, but in weaker models values above 2.5 may be a cause for concern. In many statistics programs, the results are shown both as an individual R^2 value (distinct from the overall R^2 of the model) and a Variance Inflation Factor (VIF). When those R^2 and VIF values are high for any of the variables in your model, multicollinearity is probably an issue. When VIF is high there is high multicollinearity and instability of the b and beta coefficients. It is often difficult to sort this out. This study adopted a benchmark of VIF of less than 10 and all the variables had VIF of less than 10. This reaffirms that the data was fit for regression analysis.

Table 5: Test for Multicollinearity

Model	Collinearity Statistics	
	Tolerance	VIF
Political Relations	.532	1.880
Economic Relations	.721	1.387
Public Participation	.456	2.193

The study used the Durbin-Watson test to test whether the residuals from the multiple linear regression models are independent. Durbin–Watson statistic is a test statistic used to detect the presence of autocorrelation (a relationship between values separated from each other by a given time lag) in the residuals (prediction errors) from a regression analysis. The null hypothesis (H_0) of the Durbin-Watson test is that the residuals from a multiple linear regression model are independent. The Durbin-Watson (d) was 2.212. The acceptable Durbin Watson range is between 1.5 and 2.5 (Field, 2009). A rule of thumb is that test statistic values in the range of 1.5 and 2.5 are relatively normal. Field (2009) suggests that values under 1 or more than 3 are a definite cause of concern. In this data analysis, Durbin Watson value is 2.212, which is between the acceptable ranges, it shows that there were no autocorrelation problems. This reaffirms that the data was fit for correlation analysis.

Table 6: Durbin Watson Test for Autocorrelation

R	R-Square	Adjusted R Square	Std. Error Watson of the Estimate	Durbin-
.877	.769	.746	.87655	2.212

Linearity Assumption of linear estimation is that the dependent variable has a linear relationship with the independent variables. Computation of ANOVA statistics was used to test for the linearity assumption. The study hypothesized that: H_0: the dependent variable has no linear relationship with the independent variables. The study results as shown in Table 7 indicate that the F-statistic (4,288=239.653, p-value <0.05). The ANOVA results indicate the model is significant and therefore we reject the null hypothesis and conclude that the dependent variable has a linear relationship with the independent variables.

Table 7: Test for Linearity ANOVA Statistics

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1075.565	4	268.891	239.653	.000[b]
Residual	323.089	288	1.122		
Total	1398.654	292			

a. Dependent Variable: Service Delivery

b. Predictors: (Constant) Political Relations and Economic Relations

Hypothesis Testing

Regression analysis is a form of predictive modelling technique which investigates the relationship between a dependent and independent variable(s).This study applied a multiple regression model to identify the influence of political relations and economic relations and their impact on service delivery in county governments in Kenya. All the four independent variables were measured using the responses on each of the variables obtained from the respondents. The collected data satisfied the assumptions for multiple linear regressions as established in the diagnostics tests. The initial effort to examine the relationships proposed by the research model involved conducting a bivariate analysis between each independent variable and the dependent variable.

a) Regression Analysis of Political Relations Versus Service Delivery

Regression analysis was conducted to determine the proportion of service delivery (dependent variable) which could be predicted by political relations (independent variable). It was hypothesized that H_{a3}: There is a significant relationship between political relations and service delivery of county governments in Kenya. To test this hypothesis, the model $Y = \beta_0 + \beta_3 X_3 + \varepsilon$ was fitted. Where y is service delivery and X_1 is Political Relations

Regression model summary results in Table 8 indicate the goodness of fit for the regression between political relations and service delivery was satisfactory in the linear regression model. An R squared of 0.171 indicates that 17.10% of the variations in service delivery in county governments in Kenya are explained by the variations in political relations. However, the model failed to explain at least 82.90% of the variation in service delivery. This means that there are other factors associated with service delivery which were not explained by the model. The correlation coefficient of 0.413 indicates political relations have a positive correlation with service delivery.

Table 8: Model Summary (Political Relations versus Service Delivery)

R	R Square	Adjusted R Square	Std. Error of the Estimate
.413a	.171	.158	.64238

The ANOVA results in Table 9 shows that (F (1,292) =60.033, p <0.05). This shows that the overall model significant. The findings imply that political relations were statistically significant in explaining service delivery in county governments in Kenya. Therefore, at p <0.05 level of significance, null hypothesis is not supported thus rejected and the alternative hypothesis (H_{a1}) which states that "There is a significant relationship between political relations and service delivery of county governments in Kenya" is accepted implying that political relations have a significant influence on service delivery in county governments in Kenya.

Table 9: ANOVA Statistics (Fiscal Relations versus Service Delivery)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	239.170	1	239.170	60.033	.000b
	Residual	1159.484	291	3.984		
	Total	1398.654	292			

Regression of coefficients results in Table 10 shows that there is a positive and significant relationship between political relations and service delivery in the county governments in Kenya as supported by a p<0.05 and a beta coefficient of 0.489. This implies that a unit increase in political relations would increase the service delivery in the county governments of Kenya by 0.489 units. This was supported by the t values whereby $_{t\ cal=\ 6.415>\ t\ critical\ =1.96}$ at a 95 percent confidence level which depicts that we reject the null and accept the alternative hypothesis. Further, this confirms the positive effect of political relations on service delivery in county governments in Kenya. The fitted equation is as shown below: $Y = 6.876 + 0.417X_3$ that is Service Delivery = 6.876 + 0.417 Political Relations

Table 10: Regression Coefficients (Political Relations versus Service Delivery)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.876	.523		13.147	.000
	Political Relations	.417	.065	.421	6.415	.000

The finding is in line with Obicci (2014) who revealed that political decentralization can be used as an instrument to promote the provision of service delivery. The study concluded that political decentralization had a significant effect on service delivery in the ten local governments examined in the study. The findings are also consistent with Sujarwoto (2012) found that effective local political institutions, better-informed citizen and transparency, citizen political participation via community programs, and the presence of the social group in the community are significant for improving local public service performance. The empirical findings suggest that improved local public services performance requires well-functioning local political institutions, better-informed citizens and transparent local government, and effective channels for political participation.

Another study by Enikolopov and Zhuravskaya (2007) based on both cross-section and panel data from developing and transition countries and found that strong national parties (a form of political centralization) combined with fiscal decentralization significantly improves government quality measured both in terms of government efficiency, regulatory quality, control of corruption, and rule of law and in terms of public good provision (health and education outcomes). However, Kyriacou and Roca-Sagale's (2011) using a sample of 101 countries found a negative impact of political decentralization. The researchers concluded that political decentralization, in the form of sub-national elections, bicameralism, and especially federalism and autonomy, tends to mitigate the positive impact of fiscal

decentralization on the quality of government.

b) Regression Analysis of Economic Relations versus Service Delivery

Regression analysis was conducted to determine the proportion of service delivery (dependent variable) which could be predicted by economic relations (independent variable). It was hypothesized that H_{a1}: There is a significant relationship between economic relations and service delivery of county governments in Kenya. To test this hypothesis, the model $Y = \beta_0 + \beta_1 X_1 + \varepsilon$ was fitted. Where y is service delivery and X_1 is Economic Relations. Regression model summary results in Table 11 indicate the goodness of fit for the regression between economic relations and service delivery was satisfactory in the linear regression model. An R squared of 0.092 indicates that 9.20% of the variations in service delivery in county governments in Kenya are explained by the variations in economic relations. However, the model failed to explain at least 90.80% of the variation in service delivery. This means that there are other factors associated with service delivery which were not explained by the model. The correlation coefficient of 0.303 indicates economic relations have a positive correlation with service delivery.

Table 11: Model Summary (Economic Relations versus Service Delivery)

R	R Square	Adjusted R Square	Std. Error of the Estimate
.303 a	.092	.074	.35678

The ANOVA results in Table 12 shows that (F $(1,292)$ = 29.486, p <0.05). This shows that the overall model significant. The findings imply that economic relations were statistically significant in explaining service delivery in county governments in Kenya. Therefore, at p <0.05 level of significance, null hypothesis is not supported thus rejected and the alternative hypothesis (H_{a1}) which states that "There is a significant relationship between economic relations and service delivery of county governments in Kenya" is accepted implying that economic relations have a significant influence on service delivery in county governments in Kenya.

Table 12: ANOVA Statistics (Economic Relations versus Service Delivery)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	128.676	1	128.676	29.486	.000[b]
	Residual	1269.978	291	4.364		
	Total	1398.654	292			

Regression of coefficients results in Table 13 shows that there is a positive and significant relationship between economic relations and service delivery in the county governments in Kenya as supported by a p<0.05 and a beta coefficient of 0.352. This implies that a unit increase in economic relations would increase the service delivery in the county governments of Kenya by 0.352 units. This was supported by the t values whereby $_{t\ cal= 2.095> t\ critical =1.96}$ at a 95 percent confidence level which depicts that we reject the null and accept the alternative hypothesis. Further, this confirms the positive effect of economic relations on service delivery in county governments in Kenya. The fitted equation is as shown below: $Y = 5.897 + 0.352X_1$ that is Service Delivery = 5.897 + 0.352 Economic Relations.

Table 13: Regression Coefficients (Economic Relations versus Service Delivery)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.987	.935		6.307	.000
	Economic Relations	.352	.168	.341	2.095	.000

The study results corroborate with the findings by Adefeso and Abioro (2016) while studying IGR describes the gamut of activities or interactions that takes place between or among the different levels of government within a country. It covers the combinations and permutations of the relationship between them. Events over the years in Nigeria's federation have shown the over-dominance of the federal government in relation to IGR, which is not proper, the existing mechanisms and institutions for intergovernmental economic policy coordination are very weak and need to be improved and strengthened. Okonjo-Iweala and Osafo-Kwaako (2007) examined the nature of inter-governmental economic relations and local government in Nigeria. The focus on inter-governmental relations is necessitated by the fact that revenue allocation is an integral aspect of inter-governmental relations in all federation. It is a conflict generating issue, the management of which is very crucial to the survival and growth of local government in Nigeria. The study argues that there is a need for local government financial autonomy for it to perform effectively, and for it to maintain its status as the third tier of government in Nigeria. It concludes that there

is an urgent need to address revenue allocations and tax jurisdictions of the local governments in Nigeria to make it a formidable tool for service delivery at the grass root level.

Moderating Effect of Public Participation on Political Relations and Service Delivery

It was hypothesized that "Public participation moderates the relationship between political relations and service delivery of county governments in Kenya". To test the hypothesis, the following models were fitted;

Model 1a: $Y = \beta_0 + \beta_1 X_1 + \beta_1 Z + \varepsilon$

Model 2a: $Y = \beta_0 + \beta_1 X_1 + \beta_1 Z + \beta_1 X_1 Z + \varepsilon$.

Where Y is service delivery, X_1 is Political relations, Z is public participation and $X_1 Z$ is interaction term (Political relations*Public Participation).Model 1a represents the regression model with the independent variable (Political relations) and the moderator (public participation) as a predictor. As shown in Table 14, the model shows that the association between political relations and service delivery in the county governments of Kenya with public participation as a predictor was significant [F(2,290=57.232, p-value < 0.05].With $R^2 = 0.261$, the results indicate that the percentage of variation accounted for by the model increased from 17.10% to 26.10% (see Table 14). This implies therefore that the moderator as a predictor explained 9.00% variation in service delivery in the county governments of Kenya.

Further, Model 2a represents results after the interaction term (Political relations*Public participation) was added into the model. The results indicated that the inclusion of the interaction term resulted in an increase of R^2 from 26.10% to 27.70%. This indicates a relationship between service delivery in the county governments of Kenya and political relations, public participation and moderated political relations (Political relations * public participation). The findings revealed that the model became significant (p<0.05) when the product term was introduced and there was a positive change in R-square. Therefore, it can be concluded that public participation had a significant moderation effect on the relationship between political relations and service delivery in the county governments of Kenya.

Table 14: Moderated Model Summary (Political Relations and Service Delivery)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	F Change	df1	df2	Sig. F Change
					Change Statistics				
1a	.511[a]	.261	.232	.12876	.342	21.096	2	290[a]	.000
2a	.526[b]	.277	.251	.76548	.379	16.076	3	289[b]	.020

The results in Table 15 [F(2,290 =57.232, p-value < 0.05] implied that there is a significant relationship between service delivery in the county governments of Kenya and political relations and public participation. The F-statistics for the model 2a [F(3,289= 36.908, p-value < 0.05) shows that there was a significant relationship between service delivery in the county governments of Kenya and political relations, public participation and moderated political relations (political relations * Public Participation). It can then be concluded that the two models are significantly valid.

Table 15: ANOVA Moderated (Political Relations and Service Delivery)

	Model	Sum of Squares	Df	Mean Square	F	Sig.
1a	Regression	365.049	2	182.524	51.227	.000[b]
	Residual	1033.315	290	3.563		
	Total	1398.654	292			
2a	Regression	387.427	3	129.142	36.908	.000[c]
	Residual	1011.227	289	3.499		
	Total	1398.654	292			

The results in Table 16 shows that Model 1a Beta coefficient for political relations was statistically significant ($\beta = 0.291$, t = 8.546, p <0.05). The results revealed that for a 1-unit increase in political relations, the service delivery is predicted to vary by 0.291, given that public participation is held constant. As shown in Table 16, Model 1a indicates that Beta coefficient for public participation as a predictor was significant ($\beta = 0.169$, t = 2.989, p < 0.05), meaning that for one unit increase in public participation, service delivery increases by about 0.169 units given that

political relations are held constant. The findings confirm that public significantly moderates the relationship between political relations and service delivery in county governments in Kenya.

The model equation for political relations and public participation as a predictor is, therefore,

$Y = 3.456 + 0.291X_1 + 0.169Z$

Where Y is service delivery, X_1 is political relations and Z is public participation

The result for the coefficient in Table 17 model 2a further indicates that interaction effect of public participation on the relationship between political relations and service delivery was significant ($\beta = 0.298$, t=9.345, p <0.05). This implies that the interaction term did add predictive power to the model. With p < 0.05, the study accepted the alternate hypothesis and it was concluded that there are significant public participation moderates the relationship between political relations and service delivery in county governments in Kenya.

The model equation for the moderating effect is:

$Y = 3.456 + 0.293X_1 + 0.242Z + 0.298X_1*Z$

Where Y is service delivery, X_1 is Political relations, Z is public participation and X_1*Z is the interaction between political relations and public participation.

Table 17: Regression Coefficient Moderated (Political Relations and Service Delivery)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig
		B	Std. Error	Beta		
1a	(Constant)	3.456	.912		3.786	.000
	Political Relations	.291	.033	.289	8.546	.000
	Public participation	.169	.056	.041	2.989	.000
2a	(Constant)	3.456	.627		5.511	.000
	Political Relations	.293	.034	.316	8.578	.000
	Public participation	.242	.062	.038	3.847	.000
	Political Relations* Public participation	.298	.032	.060	9.345	.000

Further, as illustrated in Figure 2 public participation was also found to have a positive influence on the relationship between political relations and service delivery in county governments of Kenya. The p-value of the interaction variable between public participation and service delivery in county governments of Kenya was less than 0.05 implying significance. The figure below shows the graphical presentation of the model. With low public participation the slope of the relationship between service delivery in county governments of Kenya and political relations shows a low relationship. With increasing public participation, the slope gets steeper and stronger influence of political relations on service delivery in county governments of Kenya.
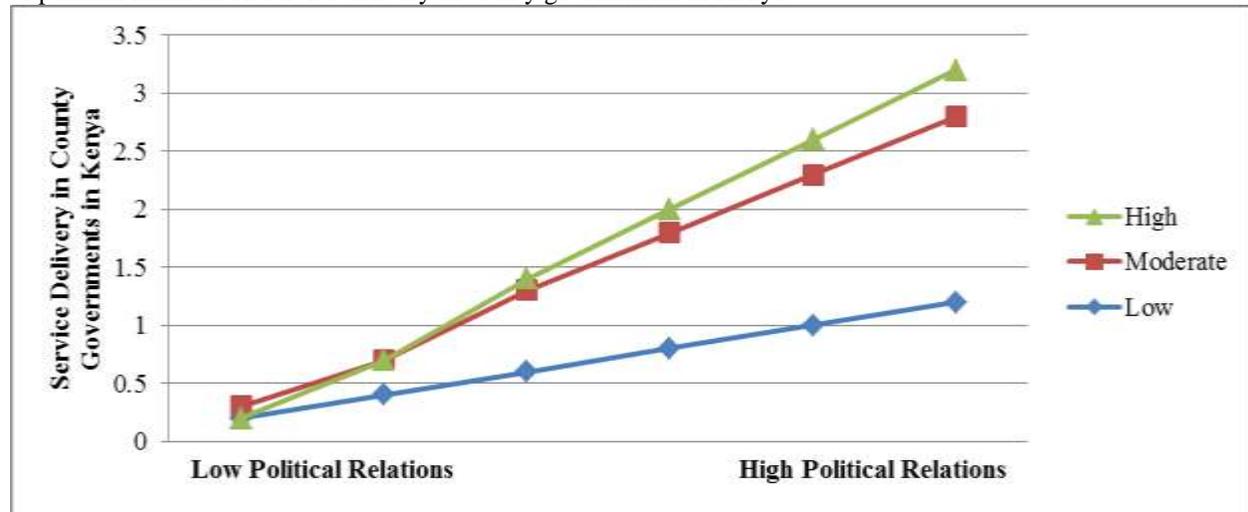

Figure 2: Moderation Effect (Political Relations and Service Delivery)

The findings are consistent with Mugambi (2013) who argued that political relations do affect governance and the speed of service delivery. The study further established that overcrowding was still evident despite the adoption of public participation in the government. However, the findings are in contradiction with Bhuiyan (2011) who

reported that the impact public participation on public sector service delivery is immense as evidenced in Kazakhstan, a post-Soviet republic, and beyond. They provided evidence that even the partial implementation of public participation accrues benefits. Similarly, the findings that participation does moderate the relationship between political relations and service delivery in county governments in Kenya are in contradiction with Krishnan and Teo (2012) who found that political stability, government effectiveness, and rule of law moderated the relationship of public participation in a positive direction, voice and accountability and control of corruption moderated the relationship positively.

Moderating Effect of Public Participation on Economic Relations and Service Delivery

It was hypothesized that "Public participation moderates the relationship between economic relations and service delivery of county governments in Kenya". To test the hypothesis, the following models were fitted;

Model 1a: $Y = \beta_0 + \beta_1 X_2 + \beta_3 Z + \varepsilon$

Model 2a: $Y = \beta_0 + \beta_1 X_2 + \beta_2 Z + \beta_3 X_3 Z + \varepsilon$.

Where Y is service delivery, X_2 is Economic relations, Z is public participation and $X_4 Z$ is interaction term (Economic relations*Public Participation).

Model 1a represents the regression model with the independent variable (Economic relations) and the moderator (public participation) as a predictor. As shown in Table 18, the model shows that the association between Economic relations and service delivery in the county governments of Kenya with public participation as a predictor was significant [$F(2,290 = 16.831$, p-value < 0.05].With $R^2 = 0.104$, the results indicate that the percentage of variation accounted for by the model increased from 9.20% to 10.40% (see Table 18). This implies therefore that the moderator as a predictor explained 1.20% variation in service delivery in the county governments of Kenya. Further, Model 2a represents results after the interaction term (Economic relations*Public participation) was added into the model. The results indicated that the inclusion of the interaction term resulted in an increase of R^2 from 10.40% to 11.20%. This indicates a relationship between service delivery in the county governments of Kenya and Economic relations, public participation and moderated political relations (Political relations * Public participation). The findings revealed that the model became significant (p<0.05) when the product term was introduced and there was a positive change in R-square. Therefore, it can be concluded that public participation had a significant moderation effect on the relationship between Economic relations and service delivery in the county governments of Kenya.

Table 18: Moderate Model Summary (Economic Relations and Service Delivery)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics R Square Change	F Change	df1	df2	Sig. F Change
1a	.322[a]	.104	.088	.27321	.025	16.831	2	290[a]	.000
2a	.336[b]	.112	.104	82193	.163	12.149	3	289[b]	.020

The results in Table 19 [$F(2,290 = 16.831$, p-value < 0.05] implied that there is a significant relationship between service delivery in the county governments of Kenya and Economic relations and public participation. The F-statistics for the model 2a [$F(3,289 = 12.149$, p-value < 0.05) shows that there was a significant relationship between service delivery in the county governments of Kenya and Economic relations, public participation and moderated Economic relations (Economic relations * Public Participation). It can then be concluded that the two models are significantly valid.

Table 19: ANOVA Moderated (Economic Relations and Service Delivery)

Model		Sum of Squares	Df	Mean Square	F	Sig.
1a	Regression	145.460	2	72.730	16.831	.000[b]
	Residual	1253.194	290	4.321		
	Total	1398.654	292			
2a	Regression	156.649	3	52.216	12.149	.000[c]
	Residual	1242.005	289	4.298		
	Total	1398.654	292			

The results in Table 20 shows that Model 1a Beta coefficient for Economic Relations was statistically significant (β = 0.243, t = 8.872, p <0.05). The results revealed that for a 1-unit increase in Economic relations, the service delivery is predicted to vary by 0.243, given that public participation is held constant. As shown in Table 20, Model 1a indicates that Beta coefficient for public participation as a predictor was significant (β = 0.145, t = 3.325, p < 0.05), meaning that for one unit increase in public participation, service delivery increases by about 0.145 units given that Economic relations are held constant. The findings confirm that public participation is a significant variable in the relationship between Economic relations and service delivery. The model equation for Economicrelations and public participation as a predictor is, therefore,

$Y = 2.678 + 0.243X_2 + 0.145Z$

Where Y is service delivery, X_2 is Economic relations and Z is public participation

The result for the coefficient in Table 21 model 2a further indicates that interaction effect of public participation on the relationship between Economic relations and service delivery was significant (β = 0.245, t= 6.218, p <0.05). This implies that the interaction term did add predictive power to the model. With p < 0.05, the study accepted the alternate hypothesis and it was concluded that there are significant public participation moderates the relationship between Economic relations and service delivery in county governments in Kenya.

The model equation for the moderating effect is:

$Y = 2.879 + 0.268X_2 + 0.187Z + 0.245X_2*Z$

Where Y is service delivery, X_2 is Economic relations, Z is public participation and X_2*Z is the interaction between Economic relations and public participation.

Table 20: Regression Coefficient Moderated (Economic Relations and Service Delivery)

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig
		B	Std. Error	Beta		
1a	(Constant)	2.678	.546		4.898	.000
	Economic Relations	.243	.027	.267	8.872	.000
	Public Participation	.145	.043	.041	3.325	.000
2a	(Constant)	2.879	.564		5.098	.000
	Economic Relations	.268	.035	.267	7.549	.000
	Public Participation	.187	.076	.038	2.456	.000
	Economic Relations * Public Participation	.245	.039	.060	6.218	.000

Finally, based on the p-value of the coefficient of the interaction between economic relations and public participation, which is less than 0.05, it was determined that public participation influence the relationship between economic relations and service delivery in county governments of Kenya. Public Participation have a positive moderating effect on the relationship between economic relations and service delivery in county governments of Kenya. The Figure 3 shows a graphical presentation of the model. With low public participation the slope of the relationship between economic relations and service delivery in county governments of Kenya is slightly negative. With increase in levels of public participation the slope of the relationship between economic relations and service delivery in county governments of Kenya gets steeper. The high level of public participation results into a stronger influence of economic relations on service delivery in county governments of Kenya
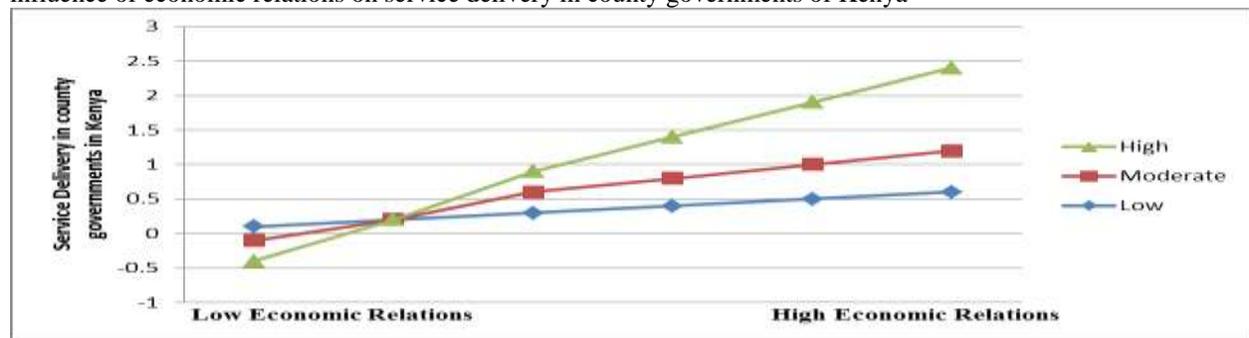

Figure 3: Moderation Effect (Economic Relations and Service Delivery)

The study findings are in line with the findings by Kaseya and Kihonge (2016) established and conveyed two distinct concepts are named government and governance through inter-governmental relations, which are interrelated in the local public service delivery and quality improvement processes. At the same time local public

administration has to find suitable ways not only to increase effectiveness in service delivery but also to empower citizens as public service users to take more active role in the governance process of services. Public participation is should be a part of democratic public service delivery and primarily means incorporation of those, who are affected by the performance of the service organization. The study enhances democratization of public services which is necessary and appropriate in order to improve institutional performance in the delivery of public services and to increase citizen satisfaction about public service quality.

CONCLUSION

The study sought to establish the influence of political relations on service delivery in county governments of Kenya. The study concluded that the improvement in political relations leads to a positive improvement in service delivery in county governments of Kenya. The political relations in terms of legislative power, civil liberties and consensus-building were lacking in most of the county governments to enhance service delivery.. These findings support those of Obicci (2014) who concluded that political decentralization had a significant effect on service delivery in the local governments examined in the study. It was found out that the relationship between economic relations and service delivery in county governments of Kenya was positive and significant. Economic relations is an indication of Public-Private partnerships, trade and investment, economic regional block(s) as critical governance guiding towards critical understanding, fostering and improving sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision-making agencies to improve service delivery. Further, it was found that the moderating effect of public participation on the relationship between Public Participation and service delivery in county governments of Kenya was positive and significant. The results provided sufficient statistically significant evidence to signify the relationship. It can be concluded that effective public participation allows the public values to be identified and incorporated into decisions that ultimately affect the citizens. The study findings are in tandem with findings by Kysula(2018) that public participation is an indication of awareness of social capital as critical governance variable that guides towards critical understanding, fostering and guiding development it promotes sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision-making agencies**.**

RECOMMENDATIONS

The study established that there was a lack of adequate political relations in both levels of government in terms of legislative power, civil liberties and consensus-building. This affected implementation of local policies and laws to enhance service delivery. There is a need for both levels of governments to adequately consult each other on the legislative provisions, civil liberties and human rights as provided in the constitution. This will improve service delivery not based on any political affiliation. There is also a need to have consultative mechanisms and consensus on fair political competition devoid of influence from the other level of government to improve service delivery. The study established that both levels of governments were considering improving economic relations in terms of Public-Private partnerships, trade and investment, economic regional block(s). There is need to have policies, initiate programs and mechanisms on laws and tariffs to promote Public-Private partnerships, trade and investment, economic regional block(s) and donor-funded projects to the county governments to improve the economic welfare of the residents in the county governments.

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