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Effect of Civil Society Petitions on Service Delivery in Bungoma County, Kenya

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ABSTRACT

The contribution of civil society in governance has shown significant effects in fostering accountability and influencing policy development. While civil society participates using a variety of approaches, petitions are one way of denoting their participation in governance processes. Civil society petitions have emerged as influential instruments in shaping public service delivery across diverse governance contexts. These petitions serve as formal expressions demanding services by the public, enabling communities to articulate service gaps, advocate for policy reforms, and hold governments accountable. Therefore, this study sought to establish effects of civil society petitions on service delivery. The study was anchored in the budgetary control theory. A descriptive study targeting 1037, 60 and 20 employees of the County Government of Bungoma, Civil Society organizations and members of the Budget and Appropriation in the County Assembly of Bungoma involved in budgetary controls respectively was conducted. Stratified and random sampling technique was employed to 125 employees of the county government employees and purposive sampling used to sample 5 respondents from the County Assembly employees and 8 civil society members. The researcher considered 12% sample size as fit for representation because of time and resource. Primary data were obtained using structured close-ended and open questionnaires whose validity and reliability were piloted and tested using 10 respondents from the neighboring Busia County. Both descriptive and inferential statistics were used to examine relationships between civil society Petitions and public service delivery. The regression model $Y = \beta_0 + \beta_1 X_1 + \epsilon$ was used, where Y represented public service delivery, X_1 represented civil society petitions, ϵ , the error term and β_0 , the constant. The results showed that there exists a positive impact of civil society's petitions on service delivery in Bungoma County. With the impact of accounting for a small proportion of the overall variation the study concludes and recommends that the practice of civil society petition requires integration with other approaches for optimal outcomes.

Background of the Study

The contribution of civil society in governance has shown significant effects in fostering accountability and influencing policy development. Globally, civil society has emerged as a key catalyst to governance and service delivery increasingly recognized for its role in providing unique checks for governance malpractices (Bakker, 2022). Newly available evidence cites that this is done through civil society's contribution to ethical compliance, transparency, and accountability by mobilizing citizen engagement, monitoring public institutions, and advocating for reforms (Iwuala, 2022). By facilitating citizen involvement in decision-making, Civil Society Organizations (CSOs) contribute to inclusivity, responsiveness and adaptive governance structures. Brass (2022) highlights the fact that civil society participation in governance goes beyond just influencing service delivery to providing motivation to the public to participate in key decision-making processes such as voting, public protests, and advocacy.

Across Africa, civil society has growing influence in governance and processes including the budget process and enhancing fiscal transparency. Civil society has gone beyond their usual advocacy roles to becoming key influencers in budget formulation, monitoring budget execution, often serving as a go between the public and state institutions (Minko, 2023). Evidence points to the fact that their involvement has led to the shaping of the inclusive and participatory nature of budgeting processes in countries like South Africa, Nigeria, Uganda and Benin. In these countries, their collaboration in the planning and finance ministries has led to co-designing public participation mechanisms and enhanced feedback on budget priorities (Fabian, 2022). Further, it is acknowledged and stated that the synergistic activities of civil society may contribute to energy synthesis for the implementation of the development and generation of mechanisms to enhance public goods. This can be accomplished by formalizing partnerships where civil society is embedded in some ways into specific mechanisms of the public sector or with certain agencies (Smidt et. al., 2025)

Petitions are one way of denoting civil society's participation in governance processes. Civil society petitions have emerged as influential instruments in shaping public service delivery across diverse governance contexts (Jelmin, 2012). These petitions serve as formal expressions demanding services by the public, enabling communities to articulate service gaps, advocate for policy reforms, and hold governments accountable (Joshi, 2019). In decentralized governance systems, where governments have institutionalized and structured engagements, civil society has been known to leverage on petitions to elicit administrative responsiveness to issues articulated and enhance service outcomes (Muriu, 2013). Evidence shows that even in environments with limited institutionalized oversight mechanisms, civil society petitions can still significantly enhance service delivery by advocating for targeted policy shifts and fostering accountability. By acting as watchdogs, mobilizing community engagement, and promoting democratic principles, civil society contributes to

both the efficiency and quality of services. These findings by Ramolobe, (2024) further suggest that petitions, when strategically deployed, can influence budget allocations, service prioritization, and administrative transparency.

In Kenya's decentralized governance systems, civil society petitions have not only served as a means of expressing displeasure over service provisions gaps but also as structured mechanisms for civic engagement, particularly in counties where institutionalized participation channels exist (Onyalo, 2021). Ngorobi (2015) provides empirical evidence that institutional strengthening within CSOs through improved governance structures, accountability frameworks, and organizational capacity positively affects service delivery outcomes. In counties like Nandi, Baringo, and Marsabit, Civic Freedoms Forum & Poverty Eradication Network (2023), reported that petitions and structured engagements were used to influence county budget allocations and service priorities while a civil society petition in Nandi County succeeded in increasing maternal health funding, resulting in improved commodity procurement and distribution. Civil Society in utilization of Controller of Budgets (COB) and auditors' reports have also been reported to have advanced their engagement with government in the form of drafting and presenting petitions to duty bearers seeking to have gaps highlighted by the reports addressed. Petitions as participatory mechanisms are said to be successful when they are drafted, presented and responded to by duty bearers (IBP, 2024).

Public service delivery as a concept is complex. According to Barngetuny (2024), it encompasses not only the response to demands articulated by the citizens but also it also involves proactively identifying hidden or unexpressed needs that require attention. This process requires determining appropriate financing mechanisms and establishing transparent systems for justifying actions taken and accounting to the public for resource utilization and service outcomes (Odhiambo, 2024).

In the context of this research, Kenya is classified as a developing country with government holding the prime mandate of providing services and regulating significant economic activities. Further, implantation of the Constitution of Kenya 2010 created semi-autonomous devolved units which are expected to bring services closer to the people. The capacity to deliver high-quality services according to Saputra (2024), is fundamental to strategic management and the long-term viability of any organization. The study acknowledges the critical role of civil society in facilitating the implementation of government initiatives. Accordingly, it seeks to establish the effectiveness of petitions as a budgetary control mechanism from the perspective of civil society actors on public sector service delivery.

Problem statement

Although counties in Kenya operate under a robust legislative framework governing budgeting processes and implementation, persistent challenges undermine its effectiveness. Counties continue to struggle with poor financial discipline and service delivery. Official reports highlight instances of weak budgetary control across devolved units. For example, reports by International Budget Partnership (IBP), (2019) identify several systemic issues including inadequate mechanisms for harnessing public input into planning, resulting in unfeasible project proposals, delays or failures in enacting local legislation necessary for the utilization of special public funds; and persistent difficulties in implementing the Integrated Financial Management Information System (IFMIS), even in counties with sufficient digital infrastructure.

Reports by Auditor General exposes significant irregularities in the county government's expenditure. Service delivery inefficiencies manifest in the form of stalled projects and delayed implementation, industrial action and discontent by employees, financial mismanagement and fraud, unplanned expenditures and budget Cuts, dependency on central government disbursements and inability to address unforeseen macroeconomic effects among others (Office of the Auditor-General, 2023). These observations are innovative, as the report from the Ethics and Anti-Corruption Commission (EACC) reveals that county governments are at high risk of corruption in procurement, financial management planning and implementation of projects, and legislative functions (EACC, 2014).

The government has attempted to institute budgetary control mechanisms for efficient and effective implementation of projects to deliver services to its citizens. However, inefficiency and ineffectiveness in public budget allocation, implementation and monitoring processes remain very serious issues in fiscal policy (Wamalwa, 2025). Available local studies have concentrated largely on the influence the institutional budgetary controls have on enhancing accountability in the public sectors and their impact on service delivery. This study therefore seeks to find out how civil society petitions as budgetary controls by external actors influence service delivery in Bungoma County, Kenya.

Justification and significance

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

Civil society is crucial in achieving actual utilization of public resources and in a transparent way thus enhancing accountability. Active engagements by civil society through petitions can help to hold government agencies accountable for their financial decisions and resource allocations. This accountability mechanism fosters trust between citizens and the government, ultimately leading to improved service delivery.

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

Literature confirms that county governments in Kenya face challenges of prioritization of needs for their residents. Civil society involvement in budgetary controls by analyzing budget proposals, monitoring expenditures, and participating in budget formulation, civil society can ensure that funds are directed toward critical sectors such as healthcare, education, and infrastructure. This assists counties to allocate budgets to essential public services directly impacting on quality and accessibility of services.

The composition of civil society attracts diverse voices. These include marginalized communities and vulnerable populations thus promoting Inclusivity. Their active participation helps identify gaps in service delivery and pushes for equitable resource distribution.

This study focuses primarily on the influence Civil Society petitions on public sector services delivery. The deliberation on whether or not civil society petitions have positive or negative influence on service delivery by devolved governance systems has been ongoing now regionally, nationally and locally in Kenyan counties and this study will be timely in enlightening the contents of the discussion. Therefore, the results of this study will put into view some norms related to budgetary controls civil society provides in their routine civic duty on public sector service delivery.

For scholars, the study aims to contribute significantly to the growing depth of understanding and scanty literature around the study area. Even though budgetary control has been extensively studied for devolved governance systems in the context of the Constitution of Kenya 2010, focus has been on the internal government mechanism by the institutions established under the law, case in point, the Controller of budgets (CoB), the Auditor General and the County Assemblies, and partially how this affects service delivery. Little has been published about external constitutional controls provided by civil society. The study findings will therefore fill the gap of existing literature and increase the geographical scope the literature in the subject matter effectively bringing on board experiences from the developing world of the subject matter.

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

Civil Society petitions

Among the various uses of civil society petitions, such petitions may act as a tool that can help citizens voice their concerns, advocate for increased service delivery, and monitor the government. McDonough et. Al., (2020) analyzed how the use of petitions led to increased public involvement and better usage of specific web-based tools in Portugal and Austria. The paper examines formalized and non-formalized petition instruments and finds that, founded on the legal and institutional strategy, various petition instruments fulfill three democratic purposes: voting rights in the parliament, connection with the electorate, and rallying of people. According to Leston-Beindera (2019), the legal and institutional setting and the subsequent processes of petition structures significantly affect the democratic roles of petitions and, secondly, the drives of petitioners. For instance, the Constitution of Kenya lays down the right to information by stating that every individual has the right to access any data in the hands of the state or any other individuals necessary for the exercise or in the clarification of any right or freedom embodied in the constitution. Civil society organizations can use this right to hold the government answerable for matters concerning the provision of services.

According to Munyao, (2019), petitions allow the public to exercise the original oversight role of parliament, especially over the governments and the executive. Bohle et. al., (2013) provided direction on how petitions are executed. They posited that they are typically a one-sided and unequal method of communication involving those on one side – individuals or a group – and an institution or organization on the other side. A referral is a message sent by one person or organization to another to which the latter is supposed to reply. For instance, Githinji, (2021) provided a general flowchart for petitioning a county assembly. He puts it forward that the procedure is laid down in the Petition to County Assemblies (Procedure) Act. The Act brings into operation the right in Article 37 of the Constitution to petition a County Assembly. In this case, a member of the public, public entity, or private entity may submit to the county Assembly a petition in writing praying that the Assembly do something in respect of a matter over which it has jurisdiction, including the passing of legislation or the repeal or amendment of any bill. The Clerk shall, in the space of time not over seven days from the date on which the petition was received, scrutinize the petition to determine if the petition qualifies under the provision of a petition to the County Assembly and then process the petition. From the time the County Assembly received the petition, the maximum number of days that the County Assembly would take to reply to the petitioner(s) is 60 calendar days through the tabling of the report within the County Assembly (National Council for Law Reporting, 2020).

Specific reports have been made regarding the meaningfulness of petitions, highlighting their conditions. The TISA (2015) report also suggests that public petitions that lead to public accountability depend on several factors, including access to data, a lively and compelling Civil Society, freedom of communication and association, free and self-governing media, and effective civic education. Some examples demonstrate that civil society petitions may lead to the desired outcomes. A research study by Odhiambo et al., (2017) revealed that they were applied in four counties to champion necessary demands for some programs. In Kajiado County, an example of CSO is shown whereby the WASH Policy was developed after submitting a petition. In Kilifi, a petition culminated in recognition of the Mshombo Citizens' Assembly as one of the County's essential structures of citizen mobilization. Citizens and their groups in Mombasa protested and sought to prevent the implementation of what was called the 'Mombasa Urban Renewal and Redevelopment of Old Estates' project on two main grounds: first, that the County had not provided reasonable compensation to those who were likely going to be affected by the project and second, that there was poor organization of public participation. The issue was taken to the courts of law as a next step. In Taita Taveta, a CSO petition consequently led to developing the Draft County Public Participation and Civic Education Policy.

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

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

Budgetary Control Theory

A budgeting system is an implement that organizations use as a model to address the allocation of revenue and track their expenditure (Robinson et.al., 2009). An effective budgeting system makes sure that the resources of an organization are not wasted. According to the budgetary control theory, the delivered services and the produced outputs can attain set goals (Kimani, 2014). The budgetary control theory maintains that a good budgeting system must address the effectiveness and efficacy of the expenditure of an organization. In this case, the organization is the state and the context of this study, the organization is the devolved governance unit otherwise known as county government established by the Constitution of Kenya 2010. According to the budgetary control theory, the level of income reeled in by the County Government determines the effectiveness of their budget.

Methodology

This study employed descriptive research design. Orodho (2017) describes the aim of descriptive research as meant to determine and report the way things are. The selection of the research design relied on the need to describe how civil society budget controls in Bungoma County influences service delivery and was achieved by defining relevant questions that were answered by public servants and civil society members in Bungoma County. The study used civil society petitions as the independent variables and Service Delivery the dependent variable. The study targeted 1037, 60 and 20 employees of the County Government of Bungoma, Civil Society organizations and members of the Budget and Appropriation in the County Assembly of Bungoma involved in budgetary controls respectively. Stratified and random sampling technique was employed to select the required sample size of 125 individuals out of the accessible population of 1037 for county government employees. Purposive sampling was used to sample 5 respondents from the 20 County Assembly employees and members drawn from Budget and Appropriation Committee and 8 civil society members drawn from the accessible population of the 60 mapped civil society organizations. For better participation and representation, the researcher adopted 12% of 1117 total target population to calculate his sample size meaning that the sample size comprised of 138 respondents. The 12% sample size was considered fit for the researcher because of constraints in terms of resources and time.

Self-administered questionnaires which contained both structured and unstructured questions were converted into an online google form and used to collect data.

Open-ended questions underwent thematic analysis while quantitative data was examined using descriptive statistics (frequencies, percentages, means, and standard deviations) for demographic and Likert-scale items. Inferential analysis employed multiple regression to examine relationships between civil society Petitions and public service delivery. The regression model $Y = \beta_0 + \beta_1 X_1 + \epsilon$ was used, where Y represented public service delivery, X_1 represented civil society petitions, ϵ , the error term and β_0 , the constant. Correlation analysis assessed relationship strengths, while ANOVA or t-tests compared perceptions across demographic groups.

Results were presented through tables, charts, and narratives, integrating quantitative findings with qualitative insights for a comprehensive understanding of civil society's petition on public service delivery in Bungoma County, Kenya.

Data Analysis and Discussions

The study noted a response rate of 97% which exceeds 50% and 70% threshold regarded as good and very good respectively. This makes it possible for the meaningful conclusions to be derived from the responses. Respondents were asked to categorize their gender in order to check on their representation and ensure that the study didn't suffer from gender bias. The findings showed that a majority of the participants were male which represented 65% while 35% represented the female gender. The age of the public servants and civil society members involved in budget monitoring was sought to ensure that the research is able to tailor recommendations to meet different age groups and inform policy makers and practitioners to design targeted interventions

based on the same. The category in the age bracket of 31-45 years had the majority of the participants at 42% of the total respondents. This was followed by the age bracket of 18-30 years at 34% and the least age bracket being above 45 years at 24%. The level of education was sought by all respondents for the researcher to easily establish the reliability of the results. Generally, high level of education for participants significantly enhances the reliability of the results, as most respondents possess the expertise needed to provide adequate responses. The majority of the respondents had attained a bachelor's degree which represented 48.5%, this was followed by those who had attained Diploma at 34.3%, followed by high school at 9.0% and lastly those who had attained a post graduate degree at 8.2%.

4.6.1 Descriptive Statistics

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

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

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

Content and clarity of civil society petitions showed considerable impact with $M = 3.89$, $Std.D = 1.15$, where 86.6% rated from neutral to strongly agree, with 36.6% agreeing about its impacts on the responsiveness to services. The findings show that the responsiveness to services delivery by government is a function of content and clarity of civil society petitions. However, a notable proportion of respondents as indicated by the standard deviation of 1.15 indicated variability in responses, although this was not excessively high. According to Shaw, (2021), clear and well-structured petitions enhance the understanding of the message both by the public and policymakers reducing the risk misinterpretation. The study reveals that such petitions help civil society advocacy efforts to be more concise and focused by clearly outlining the issues and desired outcomes. As a result, governments to be more responsive to their call to action thereby impacting on the responsiveness of service delivery. Civil society takes a multifaceted dimension in trying to influence service delivery. Independence and credibility build trust with and presents with the face of an unbiased entity which effectively strengthens advocacy efforts with government. Expertise and Professionalism ensure competence in developing well researched and evidence-based petitions and recommendations. This expertise is essential for influencing complex budgetary decisions and ensuring that advocacy efforts are grounded in factual data. According to Ngorobi, (2015), these issues and other institutional factors including institutional strengthening, through improved governance, organizational structures, and accountability, increases the effectiveness of civil society organizations in delivering services.

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

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

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

Another petition that underscores the need for greater transparency, accountability, and adherence to good governance practices in Bungoma County is contained in Parliament of Kenya (2020), a petition highlighting corruption and governance malpractices by the Bungoma County Government. This petition highlighted misuse of public funds, irregular procurement processes, and lack of transparency in financial management, non-compliance with constitutional provisions, statutory requirements, and other legal frameworks governing public administration. The petition among other things implicated the practices as having impacted negatively on public service delivery and called for immediate action to address these issues to improve the quality of services provided to residents. The petitions triggered investigations by authorities into the allegations. This aligns well with the thematic analysis captured from the respondents on how well-presented petitions can influence change. Contributors in this study cited petitions as tools for influencing budgetary decisions and service delivery in Bungoma County primarily depends on several key factors. Evidence-based advocacy emerges as a crucial element, with respondents emphasizing the importance of backing petitions with credible data and real-life cases to enhance legitimacy. Studies indicate that engagement of petitioners such as the one demonstrated by Bungoma county government and oversight mechanisms such as parliament empowers

communities and petitioners boosts their satisfaction with public service delivery. Credible data and real-life cases according to Geissler, (2020) strengthens the legitimacy of advocacy campaigns, invoking the power of persuasiveness of such interventions to policymakers. Strategic timing of petitions, particularly during budget formulation periods, significantly increases their impact on decision-making processes. Public support and mobilization also play vital roles, as petitions with broad community backing carry more weight with decision-makers. Additionally, the independence and expertise of civil society organizations, combined with their ability to maintain professional relationships with government officials while remaining objective, contributes to their effectiveness in influencing budgetary decisions thus influencing service delivery.

Table 4.1 Petitions

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

4.6.2 Correlation Analysis

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

Table 4.2 Correlation Analysis between Petitions and Service Delivery

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

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

4.6.4 Regression Model Summary

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

Table 4.3 Model Summary for Linear Relationship Between Petitions and Service Delivery

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

4.6.5 ANOVA for Linear Regression

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

Table 4.4 ANOVA for Linear Regression Between Petitions and Service Delivery

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.213	1	4.213	4.714	.032 ^b
	Residual	113.516	127	.894		
	Total	117.730	128			
a. Dependent Variable: Service Delivery						
b. Predictors: (Constant), Petitions						

4.6.6 Regression Coefficients

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

The regression equation:

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

Table 4.5 Regression coefficients for Linear Relationship Between Petitions and Service Delivery

Coefficients^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.981	.350		5.667	.000
	Petitions	.187	.086	.189	2.171	.032
a. Dependent Variable: Service Delivery						

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

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

institutional limitations, and the responsiveness of service providers and duty bearers. In Kenya, this was confirmed by Ngoyoni, (2021), who investigated how participation of the public would affect provision of government services. The descriptive study which targeted 268,002 residents had a sample size of 384. Among other findings, this study found out that while public participation including petitions enhances transparency and accountability, its direct influence on service delivery is often limited by other factors such as political will and resource allocation.

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

Conclusion

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

Recommendations

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

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