

# THE INTERNATIONAL JOURNAL OF BUSINESS & MANAGEMENT

## Role of Public Administration Practices on Service Delivery in Kiminini Sub-County, Trans-Nzoia County, Kenya

**Yaola Sammy Khaemba**

Student, Department of Public Administration, Mount Kenya University, Kenya

**Dr. Kennedy Nyariki**

Lecturer, School of Business and Economics, Mount Kenya University, Kenya

### **Abstract:**

*The level of residential care, especially guard, in the kiminini Sub-County, Trans Nzoia, is important in this study. Therefore, the purpose of this study was to investigate the role of public administration strategies in service delivery in Kiminini Sub-County. This study was guided by the following research objectives:*

- *Identifying the consequences of community development processes for service delivery in Kiminini Sub-County, Trans Nzoia County,*
- *Evaluating the impact of sustainable development management strategies on service delivery in Kiminini Sub-County, Trans Nzoia County*

*This study was based on Max Weber 'reasonable legal right' of legitimate government. This study adopted a descriptive survey research design. The target population of the study was 200 personnel. The study utilized Yamane formula to come up with a sample size of 133 respondents. The questionnaire was the main tool for data collection. A pilot study was conducted to test the validity and reliability of the research instruments. Research experts, comprising the supervisors, ensured that the content, especially the questionnaire was relevant and appropriate for the study and ascertained the content validity of the instrument. The study used Cronbach's coefficient alpha to determine the reliability coefficient of the questionnaire. Data that were collected were checked for accuracy, cleaned, and coded to facilitate analysis. Analysis was done using descriptive statistics that included frequencies, mean, percent, standard deviation, and inferential statistics. The data were analyzed with the aid of SPSS Version 25.0. Analyzed findings were presented using tables and figures. The study findings were that:*

- *Community development practice had a positive and significant effect on service delivery ( $\beta=0.345, p<0.05$ ),*
- *Sustainability management practice had a positive and significant effect on service delivery ( $\beta=0.258, p<0.05$ ),*
- *Law/order maintenance practice had a positive and significant effect on service delivery ( $\beta=0.375, p<0.05$ ), and*
- *Leadership practices had a positive and significant effect on service delivery ( $\beta=0.312, p<0.05$ )*

*This study concluded that community development practice, sustainability management practice, law and order maintenance practice, and leadership practices had a positive significant effect on service delivery. Therefore, the study recommended that county personnel should make more attempts to carry out community development practices, sustainability management practices, law and order maintenance practices, and leadership practices to enhance service delivery.*

**Keywords:** Public administration strategies, service delivery, kiminini Sub-County

### **1. Background to the Study**

Public administration, like any other government, is in the public interest. According to White (2018), public administration includes all actions taken to implement or enforce public policies. On the other hand, according to Wilson (2016), public administration is a complete and systematic application of the rule of law. It can also be said that public administration is nothing but the function of policies, procedures, laws, and regulations. Public administration is a task that involves managing administrative, political, and judicial processes and policies to fulfill the government's legal, supreme, and judicial obligations to ensure that policies and services are provided to the public and their regions.

Globally, there is a way to improve service delivery. It is a practice of community development; sustainable development management methods; various law enforcement and leadership practices: direct support of public services; general contracts with service providers; Accountability for services to public and non-governmental service providers. International development goals, the relationship between various forms of governance, public participation, and improvement of service delivery systems- it can be evaluated in a number of ways, including improving basic indicators of human development, especially those specified in the Millennium Development Goals. The World Development Report of 2010 shows the historical system of social and educational participation from pre-colonial times to the present day. There is much focus on money. Schools of public administration and society arose out of the limited basic education of the

colonial era. Local communities, under their leaders and other organized systems, established systems of public administration and public education (Christensen, Laegreid, Roness, & Rovik, 2017).

The regional government of Kenya has eliminated colonial ideas and made them meet the needs of modern society. This can be achieved through training and workshops on behavior change and good governance to change institutions and ensure their full adherence to the principles of good governance and the rule of law (Kettl, 2015). The Unified National Government Act (2013) strengthens regional sovereignty responsibilities, including issues of cooperation between the central government and the regional government. Therefore, it is important to assess the impact of regional governance changes on service delivery.

## 2. Statement of the Problem

Mbai (2013) states that as the size and scope of government responsibility in a country increase, it becomes more complex. The proliferation of government ministries, departments, and agencies reflects the need to meet people's growing expectations for better services. However, this has caused controversy in civil service agencies. The existence of individual MDAs requires coordinated government action, but the fragmentation of MDAs presents challenges to maintaining compliance (Ochieng, 2017).

Although many countries are committed to achieving sustainable development goals, the coordination between institutions is difficult to implement, according to the analysis provided by the Organization for Economic Co-operation and Development (2016). In many cases, the classification of social problems is difficult to manage as MDA has little capacity to help them. In addition, the OECD report (2018) clearly defines the coordination of government activities to achieve objectives and common roles and responsibilities (Ochieng, 2017).

It is also important to note that despite structural changes, some governments continue complaining to citizens about the poor quality of services. In the case of regional governments, these complaints are: service standards, service tax, victims of access services, lack of transparency in service delivery, claiming of payment, and/or other benefits before providing services commonly known as 'small' in Kenya. Research on public administration and service delivery will only work in Kenya. In this regard, research on the impact of changes in government management on service delivery has intensified.

## 3. Literature Review

Public administration became a research topic at the end of the 20th century. Some universities do not have it, but it is included in 'Management Studies' and transferred to business schools. In short, the study of public administration in a country is necessary to understand the political system and structure of government (Raadschelders, 2011). In fact, the simple explanation of Macleod et al. (2009) on public administration, the basic requirements that determine the social management of goods and services, namely security, reward and punishment, and the communication system between the government and the public, interest groups, professions, fields, common issues and everyday realities (Ntukamazina, 2019). Some political experts say that leading organizational change, in general, is not the same as changing a specific government agency and provide a detailed analysis of these definitions (Singh, 2018). Therefore, Oyugi (2014) asks why and how public services should be organized and how these services should be used as a lightning rod to improve an essential aspect of the relationship between citizens and government, both formal and practical—in general, maintaining the social cohesion of civil society (Raadschelders, 2011).

Community development has long been between local governments, planning boards, businesses, and civil society organizations, but public administration also plays an important role. Communities are made up of a network of stakeholders, residents, business owners, engineers, etc., each with different needs and goals. Community leaders provide support and communication between stakeholders, allowing them to focus on community development information (economic, housing, social, and medical services). Public administration facilitates activities by creating networks in multinational partnerships. For example, community leaders working on community development may be present in local government or low-income areas when researching and implementing programs that promote economic mobility and provide social assistance or social benefits to women or members of small organizations.

In his book *Leviathan*, the famous philosopher Thomas Hobbes called the origin of society a 'natural phenomenon.' Hobbes believed that natural conditions exist when humans live in a place free of rules and regulations. Without laws and governments restricting individuals, they can freely use violent means to satisfy their immediate needs and wants and continue humiliating others to maintain their dominance over them (Morrison, 2016). Therefore, the essence of law and government (or process) in any society is to ensure the peace and security of the people and their property. Otherwise, in nature, one is violently attacked by others because each of them has the freedom to use physical force to satisfy their needs and desires. Therefore, the first reason for individuals to leave the environment and participate in building society and government is to ensure law and order and thus ensure the safety of their lives and property. Therefore, the first condition of a safe society is to maintain law and order. People create societies by putting the same laws under a rule that can bind them all.

The role of government officials in leadership, especially in government and political leadership, is increasing rapidly. John Rohr, a researcher on the American Constitution, states that although a society can exist without parliament or the courts, it can never survive without public administration. The day-to-day running of the government is carried out by the social authorities, who plan, implement and direct the institutions that enforce the laws governing the laws and regulations of public health (Box, 2014).

As the population grows and governments grow to meet the needs of citizens, there is a need for expert advisers such as community leaders who support leaders and managers. Government officials are responsible for protecting the

public interest and may prevent politicians from trying to avoid auditing and democratic standards. Public administration responsibilities can be found in all local governments, from city officials to commissioners, where these senior officials help ensure that the social, economic, and educational needs of the community are met (Christensen, Laegreid, Roness, & Rovik, 2017). For example, education administrators often create programs and manage district budgets for schools or educational communities. For example, urban planning managers oversee land use and development in developing communities. Government management commitments can come from the nonprofit sector, where many managers serve as budget or economic development managers. Budget managers often monitor urban and regional government economic development plans, research market trends, and evaluate opportunities or threats to the local economy. The Director of Economic Development may advise city officials or councils on emerging economic issues or present results to economic or social development groups (Box, 2014).

Although government officials choose to avoid disasters, they must be able to anticipate and plan for future disasters. In a crisis, efficiency and commitment can mean the lives of thousands. In emergencies, times are normal and require organizational skills and knowledge to provide the necessary assistance to government officials quickly, safely, and effectively especially from the Federal Emergency Management Agency (FEMA) to private humanitarian organizations such as the United States. At the Red Cross, government officials work at all levels of disaster risk management and disaster management - both in the private and public sectors - to ensure that those who need them have access. We need to get closer to each other. Support for service delivery during and after a major disaster. Community leaders are also responsible for managing the process of inevitable recovery and recovery after a disaster, and management leadership and monitoring capabilities can reduce the economic impact of disasters (Christensen, Laegreid, Roness, & Rovik, 2017).

#### 4. Research Methodology

In this study, a descriptive survey research design was used. The purpose of this study was to collect information from a sample of respondents about their perception of responsibility for government management processes in service delivery. As Kombo and Tromp (2021) point out, descriptive research is useful in gathering information on social issues such as people's attitudes and opinions. The study targeted 200 security officers, which were represented by a sample size of 133 respondents. This study employed the usage of a questionnaire that allowed the researcher to validate and cross-check the findings (Patton, 2006). The research instrument was developed to increase the quantity, depth, and breadth of the research perspective. In designing the questionnaire, the researcher paid attention to the question-sequence to make the questionnaire successful and ensure the accuracy of the answers obtained. Primary data was the base of this study using structured questionnaires.

#### 5. Results

The study had a sample size of 133 research participants, and the researcher administered the questionnaire to all of them but managed to get back 97 of the filled-in questionnaires. This represents a response rate of 72.93 percent of the total response, as indicated in table 3. The study considers the rate of 72.93 as very good since it was over 70 percent, as stated by Saunders et al.'s (2017) proposition that a response rate, which is over 70 percent, is very good.

Before proceeding with the regression analysis, the study examined the descriptive statistics of the study sample. In view of this, a descriptive analysis was done to provide summaries of the demographic variables of the sample, which were gender, the length of service, academic qualifications, and the approximate number of staff for each of the sampled organizations. It is vital to explain how the mean values were interpreted throughout this study. Mean values close to the high end of the scale (closer to 5) indicated a high level, and in contrast, mean values close to the lower end of the scale (1) indicated a low level of the values. This interpretation was used throughout this study.

Item	N	Mean	Std. Dev.
Our organization has involved the key stakeholders in the identification of projects.	97	3.74	.673
Our organization has developed a network of stakeholders' residents to address details that improve them.	97	3.98	.664
Our organization has created a multi-organization partnership with different governmental and non-governmental organizations to promote economic mobility in the community	97	3.95	.680

*Table 1: Community Development and Service Delivery*

From the results shown in table 1, it was observed that the organization has involved the key stakeholders in identifying projects at a mean of 3.74 (SD=0.673). The statements that our organization has developed a network of stakeholders' residents to address details that improve them with the mean of 3.98 (SD=.664). Again, this was an above-average effect of community development on service delivery, with a small deviation amongst the respondents. Finally, the statement that our organization has created a multi-organization partnership with different governmental and non-governmental organizations to promote economic mobility in the community has an above-average mean of 3.95(SD=.680) with a minimal standard deviation.

Statement	N	Mean	Std. Dev
My organization is able to meet its current demands without affecting the future generation's ability to do the same.	97	4.08	.651
My organization is able to promote economic development.	97	4.08	.633
My organization has set goals and practices that ensure efficiency.	97	4.03	.637

Table 1: Descriptive Results of Sustainability Management Practice and Service Delivery

Table 2 indicates that my organization is able to meet its current demands without affecting the future generation's ability to do the same, with a mean of 4.08(SD=0.651). From the interpretation of the means, this was a very good score regarding this aspect. A similar trend was observed in the subsequent variables of recorded keeping, like: my organization is able to promote economic development, attracting a mean of 4.08 (SD=0.633), and my organization has set goals and practices that ensure efficiency at 4.03(SD=.637).

Item	Mean	Std. Dev
Citizens use violent means to satisfy their immediate needs	2.82	.870
There is peaceful coexistence among members of the society, and everyone's property is safe and secured	2.85	.934
My organization has structures that can be used to predict and plan for potential catastrophes.	2.76	.915

Table 3: Descriptive Results of Law and Order Maintenance Practice on Service Delivery

Table 3 indicated that citizens use violent means to satisfy their immediate needs at a mean of 2.82(SD=0.870), signifying a below-average performance on service delivery. Similar reading was observed that there is peaceful coexistence among members of the society, and everyone's property is safe and secured, with a mean of 2.85 (SD=0.934). My organization has structures that can be used to predict and plan for potential catastrophes at 2.76(SD=0.915).

Statement	Mean	Std. Dev
My organization practices proper oversight to ensure accountability	2.47	1.019
My organization's leaders are equipped with the required managerial and technical skills to effectively carry out service deliveries to the people	2.45	1.032
My organization has strong coordination between senior management and junior staff	2.34	.874

Table 4: Descriptive Results of Leadership Practices and Service Delivery

Table 4 shows that my organization practices proper oversight to ensure accountability 2.47(SD=1.019). Similar observations were:

- My organization's leaders are equipped with the required managerial and technical skills to effectively carry out service deliveries to the people that, attracted a mean of 2.45(SD=1.032), and
- My organization has strong coordination between senior management and junior staff at 2.34(SD=.874)

Generally, this was indicative of a below-average service delivery function on the public administration practices in the study area, given that the three aspects measured in terms of leadership practices all recorded a below-average mean mark with a standard deviation of nearly a whole digit figure.

Questionnaire Item	Mean	Std. Dev
Efficiency gained from leadership practices has led to better service delivery	3.52	.926
Improved customer satisfaction has led to efficiency in service delivery	3.46	.938
My effective leadership practices have positively influenced service delivery	3.48	.916

Table 5: Descriptive Results of Service Delivery in Kiminini Sub-County

It was observed from table 5 that:

- Efficiency gained from leadership practices had led to better service delivery at a mean of 3.52 (SD=.926),
- Improved customer satisfaction has led to efficiency in service delivery at a mean of 3.46 (SD=.938), and
- My effective leadership practices have positively influenced service delivery at a mean of 3.48 (SD=.916).

		<b>Service Delivery</b>	<b>Community Development Practice</b>	<b>Sustainability Management Practice</b>	<b>Law/Order Maintenance Practice</b>	<b>Leadership Practices</b>
Service Delivery	Pearson Correlation	1				
	Sig. (2-tailed)					
Community Development Practice	Pearson Correlation	0.268	1			
	Sig. (2-tailed)	0.141				
Sustainability Management Practice	Pearson Correlation	0.079	0.083	1		
	Sig. (2-tailed)	0.367	0.456			
Law/Order Maintenance Practice	Pearson Correlation	.407(*)	0.028	0.044	1	
	Sig. (2-tailed)	0.000	0.616	0.524		
Leadership Practices	Pearson Correlation	.428(**)	.487(**)	.503(**)	.484(**)	1
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	

Table 6: Correlational Analysis Results

\* Correlation Is Significant at the 0.05 Level (2-Tailed)

\*\*Correlation Is Significant at the 0.01 Level (2 Tailed)

The study findings indicated that there was a positive statistical significant effect of community development practice on service delivery ( $r=0.428$ ,  $p<0.01$ ). The relationship between sustainability management practice and service delivery was analyzed, and the study findings indicated a statistical significant positive effect at ( $r=0.487$ ;  $p<0.01$ ). The study findings indicated that there was a statistical significant positive effect of law/order maintenance practice on service delivery ( $r=0.503$ ;  $p<0.01$ ). The study findings indicated that there was a statistical significant positive effect of leadership practices on service delivery ( $r=0.484$ ;  $p<0.01$ ). The study findings further revealed that there was a statistical significant effect of law/order maintenance practice on service delivery ( $r=0.407$ ,  $p<0.05$ ).

<b>Model</b>	<b>R</b>	<b>R Square</b>	<b>Adjusted R Square</b>	<b>Std. Error of the Estimate</b>
1	.893 <sup>a</sup>	0.797	0.781	0.0723

Table 7: Regression Results of Public Administration Practices on Service Delivery

a. Predictors: (Constant), Community Development Practice, Sustainability Management Practice, Law/Order Maintenance Practice, and Leadership Practices

The model indicated the simple correlation was 0.893, which indicates a positive correlation. The total variation (the adjusted  $R^2$  of the study model is 0.781 with the  $R^2 = 0.797$ ) in service delivery was 79.7%, explained by public administration practices (R Square=0.797, Standard Error=0.0723). This means that linear regression explains 79.7% of the variance in the data. This implies that 79.7% of the variation in service delivery is accounted for by public administration practices (community development practice, sustainability management practice, law/order maintenance practice, and leadership practices) in the study, while 20.3% of the service delivery is accounted for by other factors out of the study.

<b>Model</b>		<b>Sum of Squares</b>	<b>df</b>	<b>Mean Square</b>	<b>F</b>	<b>Sig.</b>
1	Regression	15.338	4	3.835	81.596	.000 <sup>a</sup>
	Residual	4.302	92	0.047		
	Total	19.64	96			

Table 8: ANOVA Results

a. Predictors: (Constant), Community Development Practice, Sustainability Management Practice, Law/Order Maintenance Practice, and Leadership Practices  
b. Dependent Variable: Service Delivery

The ANOVA was highly significant ( $F=81.596$ ,  $p=0.000^a$ ). This implies that the regression model was termed fit for this particular data, and hence community development practice, sustainability management practice, law/order maintenance practice, and leadership practices affect service delivery.

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.746	.374		1.993	.050
Community Development Practice	.345	.078	.406	4.445	.000
Sustainability Management Practice	.258	.071	.293	2.230	.028
Law/Order Maintenance Practice	.375	.096	.330	3.892	.000
Leadership Practices	0.312	0.074	0.331	3.345	.000

Table 9: Coefficients  
Dependent Variable: Service Delivery

Table 9 shows that:

- The regression coefficients results in that community development practice had a positive and significant effect on service delivery ( $\beta=0.345$ ,  $p<0.05$ ),
- Sustainability management practice had a positive and significant effect on service delivery ( $\beta=0.258$ ,  $p<0.05$ ),
- Law/order maintenance practice had a positive and significant effect on service delivery ( $\beta=0.375$ ,  $p<0.05$ ), and
- Leadership practices had a positive and significant effect on service delivery ( $\beta=0.312$ ,  $p<0.05$ )

The t-test results indicate that community development practice is the strongest predictor of service delivery ( $t = 4.445$ ,  $p = 0.000$ ). It is followed by law/order maintenance practice ( $t = 3.892$ ,  $p = 0.000$ ), then leadership practices ( $t = 3.345$ ,  $p = 0.000$ ), and lastly, sustainability management practice ( $t = 2.230$ ,  $p = 0.028$ ).

## 6. Conclusions

Based on the analysis, it was observed that the role of public administration practices affects service delivery in Kiminini Sub County, Trans-Nzoia County. The regression results indicated that role of public administration practices (Community development practice, sustainability management practice, Law/Order Maintenance Practice, and leadership practices) had explanatory power over the service delivery, where it accounted for 84.8 percent of the variation in service delivery ( $R^2 = .848$ ). Based on the study finding, the study concluded that the role of public administration practices (Community development practice, sustainability management practice, Law/Order Maintenance Practice, and leadership practices) significantly influenced service delivery in Kiminini Sub-County, Trans-Nzoia County.

## 7. Recommendations

The study concluded that community development practice (creating networks, organizing organization partnerships, and facilitating activities) significantly influenced service delivery in Kiminini Sub-County, Trans-Nzoia County. Therefore, the study recommended that security agents in the county should make more efforts to carry out community development practices to enhance service delivery.

The study revealed that sustainability management practice positively and significantly influenced service delivery in Kiminini Sub-County, Trans-Nzoia County. Thus, the study recommended that security agents advance and promote economic development and ensure efficiency and sustainability to improve service delivery.

The study concluded that law/order maintenance practice (managing crises, predicting and planning urban catastrophes, and controlling the public) significantly had a positive relationship with service delivery in Kiminini Sub County, Trans-Nzoia County. It is against this conclusion that the study recommended that security agents in the county increase the usage of law/order maintenance practice since it was found to have a significant statistical positive influence on service delivery by this study.

The study concluded that leadership practices (organize, implement and oversee) also significantly influenced service delivery in Kiminini Sub-County, Trans-Nzoia County. Therefore, the study recommended that the county security team should make more attempts to carry out leadership practices to enhance service delivery.

## 8. References

- Akech, M., (2010). *Institutional Reform in the New Constitution of Kenya*. International Center for Transitional Justice p.15-32 (Available at: [https://www.count/Sites/default/files/ICT-Kenya-Institutional-Reform\\_2010-English.pdf](https://www.count/Sites/default/files/ICT-Kenya-Institutional-Reform_2010-English.pdf))
- Allan, K. (2010). *A Study of General Sociological Theory: A Look at the Social World (Vol. 2)*. California, Pine Forge Press.
- Bagaka, O., (2011). *Regional Management Reform: The Local Perspective of a Constitution Worksheet No. 3, International Development Community, Regal Press Kenya, Nairobi (available at www.sidint.net/docs/WP1.pdf - accessed 3 August 2014)*.
- Bangura, Y. (2010). *Public Sector Changes: Institutional and Social Impact on Financial Adjustment, Management and Capacity Building 3*. United Nations Institute for Social Development Research, Geneva (available at [www.unrisd.org](http://www.unrisd.org), accessed 26 September 2015).
- Lynn, L. E. & Sydney Stein, 2001. *Public Management*. [Online] Available at: [http://harrisschool.uchicago.edu/about/publications/working-papers/pdf/wp\\_01\\_24.pdf](http://harrisschool.uchicago.edu/about/publications/working-papers/pdf/wp_01_24.pdf) [Accessed 03 April 2012].
- Basu, R. (2014). *Public administration: Concepts and Principles*. Sterling Publishers Pvt. A small company.

- vii. Bertucci, G., & Alberti, A. (2015). *UN General Management Program: Updates to help improve public administration*. International Review of Management Sciences, 71 (2), 337-353.
- viii. Box, R. C. (2014). *Public administration and Advertising: Serious Problems in American Governance*. Rattle.
- ix. Christensen, T., Laegreid, P., Roness, P., & Rovik, A., (2017). *Organizational theory and the public sector: tools, culture, and issues*. Routledge London and New York p. 122-181 (Available: [www.europe-solidarity.eu](http://www.europe-solidarity.eu) 2017.pdf, accessed 2 June 2017), Draft Regional Management Policy and Change, December 2014, Partial Consultation.
- x. Hyden, G., Court, J., and Mease, K. (2014). *Understanding Governance: Evidence of Fraud from 16 Developing Countries, London*, Lynn Rainer Publishing.
- xi. Ingram, T. N., LaForge, R. W., Avila, R. A., Schwepker Jr, C. H., & Williams, M. R. (2013). *Government: Ideas for Government Management I'm fast*.
- xii. Kauzya, J. M., & Balogun, J. (2015). Transformation and Governance and Renaming in African Countries: *Focusing on Future Successes, Barriers, and Styles*.
- xiii. Kettl, D. F. (2015). *Transition of government: Public administration in the 21st century*. JHU Press. 38.
- xiv. Kuzu, D. (2010) *Ghana State Building the Center for Human Rights*, by the Friedrich-Ebert-Stiftung Ghana (available at [www.library.fes.de/pdf-files/bueros/ghana/10504.pdf](http://www.library.fes.de/pdf-files/bueros/ghana/10504.pdf)).
- xv. Loan, L. (2010). *Public administration and public administration in comparison with other sciences*. Orada University Yearbook: Economics. Science. Tracking number, 19 (2), 1020 1024.
- xvi. Mbai, C. (2013). *Public service and management responsibilities in Kenya since independence*.
- xvii. Morrison, K. (2016). *Marx, Durkheim, Weber: Building Ideas, London*. Rank of SEZ Publications Limited.
- xviii. Ntukamazina, K., (2019). *Public administration: from business to customer-centric culture*. International Journal of Public Sector Management.
- xix. Ochieng, C. M. O. (2017). Development for Justice and Its Impact on Economic Decision-Making and Public Administration in Africa: *A Case Study of Agricultural Development in Kenya, 1930-2015*. *Land Development*, 35 (3), 454-479.
- xx. Oyugi, W.O. (2014). *Color Problems in the Electoral Process: Kenya General Election 2012*. African Journal of Political Science / Africa Day Scientific Review, 41-69.