CHALLENGES IN SERVICE DELIVERY WITHIN THE PROCUREMENT

FUNCTION OF COUNTY GOVERNMENTS IN KENYA, A

CASE OF NAKURU SUB-COUNTY, KENYA

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ABSTRACT

The study aimed at analyzing the challenges of procurement function on service delivery at county government in Kenya: a case study of Nakuru sub-county. The study was guided by three specific objectives including; evaluating the influence of political patronage on service delivery, to determine the effect of community participation on service delivery and to find out the relationship between composition of procurement committees and service delivery. To achieve the study objectives accordingly, the research used descriptive survey design and targeted the procurement staff at the various sub county offices within Nakuru County whose number stood at 42. A census study was therefore conducted among all the procurement staff where questionnaire was used to obtain information from the respondents. Data analysis was conducted using Statistical Package for Social Sciences version 21. The finding indicated that political patronage, lack of community involvement and inadequate composition of procurement committees were major challenges facing procurement processes in Nakuru County. The findings led to recommendations that laws should be enacted to provide amicable remedies for misuse of political positions to influence County procurement processes. Further, there should be community involvement in the procurement of major projects within the county. Additionally, there is need for adequate representation to the procurement committees which should be based on academic qualifications and experience to enhance service delivery.

KEYWORDS: Service Delivery, Challenges