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**ROLE OF SUSTAINABILITY MANAGEMENT PRACTICE ON SERVICE DELIVERY  
IN KIMININI SUB COUNTY, TRANS-NZOIA COUNTY, KENYA**

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**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 sustainable development management strategies on service delivery in Kiminini Sub County, Trans Nzoia County, identifying policy principles and service processes. Delivery to maintain order. The target population of the study was 200 personnel. The study utilized Yamane 1967 in coming up with a sample size of 133 respondents. A questionnaire was the main tool for data collection. A pilot study was conducted to test the validity and reliability of the research instruments. Data that was collected was checked for accuracy, cleaned and coded to facilitate analysis. Analysis was done using descriptive statistics that included frequencies, mean, percent, standard deviation as well as inferential statistics. The data was analyzed with the aid of SPSS Version 25.0. Analyzed findings were presented using tables and figures. The study findings were that sustainability management practice had a positive and significant effect on service delivery ( $\beta=0.258$ ,  $p<0.05$ ). This study concluded that sustainability management practice had a positive significant effect on service delivery. The study, therefore, recommended that personnel in the county should make more attempts in carrying out sustainability management practice in order to enhance service delivery.

**Keywords;** *Sustainability Management Practice, Service Delivery, Kiminini Sub County*

**INTRODUCTION**

Public administration, like any other government, is in the public interest. According to White (2018), public administration includes all actions that are taken with the aim of implementing or enforcing 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. Public administration is one of

the most important aspects of public administration worldwide. Whether in a democratic, social or capitalist state, this is especially true in the developed world, because all aspects of a citizen's life are influenced and determined by the state (Raadschelders, 2011).

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. According to the World Development Report of 2010, the historical system of social and educational participation from pre-colonial times to the present day. There is a lot of 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).

Recent social development processes in Africa; sustainable development management methods; There were many issues related to law enforcement operations, command operations, and stakeholder participation in service delivery. Temporary accountability provides for public administration and public performance, through public administration and delivery of public services, and through accountability of communities for service delivery. But if this relationship fails, then this causes the service provision to fail. For example, service failure can occur when citizens influence public actions with long-term accountability (the left point of the triangle) and service providers fail to pay salaries (the septum to the right of the triangle). Triangle) or problems in service delivery such as poor training or teacher absenteeism which are part of the accountability gap (gaps at the bottom of the triangle). According to Morrison (2016) from the late 1990s until today, participation in Africa has been considered a public right, and the level of participation is citizens. Public organizations; government organizations integrating social and political participation; to increase the means of cooperation. Cooperation between government and citizens; distribution; joint budget heard;

Community Development Operations in Uganda; sustainable development management methods; Law enforcement and leadership practices have been synonymous with political participation for decades. Many scholars, especially Christensen, Laegreid, Roness, & Rovik (2017) Tracing the political participation of a diverse community in pre-colonial Uganda. These societies provide a basis for people to participate in issues that affect them through the establishment of simple political institutions. Since the mid-1980s, northern Uganda has been dominated by historical political, social and economic events such as the Lord's Resistance Army insurgency in the region. Pre-colonial society in Uganda had a national government with a modern framework and open international borders, but the traditional structure of government in the northern region dates back to the early 19th century when it had a major impact on resource delivery (Morrison, 2016).

Security in Arua County The administrative and military apparatus is ready to ensure public security and political stability until the King's Revolutionary Army disrupts it. However, since the end of the war, the Ugandan government has launched a number of community management and social programs aimed at empowering victims and affected communities in the region. The research is based on the concept of democracy. The researchers used democracy theory because

it provides a good theoretical framework for study because it provides a theoretical explanation for the activities of local governments. The principles of democracy include popular freedom. Political equality; It includes popular consultation and majority rule. There are two broad lines of thinking (Tordoff, 2012).

Republic of Kenya (2015) argues that direct democracy encourages decision-making entirely by citizens. They say they believe direct participation and mediation are best. There is no doubt that the decisions of elected representatives are influenced by the interests of their supporters. Direct democracy can be seen as improving people's understanding and knowledge through people's participation. Famous political scientist Benjamin Barber sees participation as an important part of democracy, saying, "When participation is eliminated by excluding power; public works was the only payment in the world; it is a joke for men and women on the Internet. I love spending time on the things I love." Morrison, (2016) further stated that proponents of representative democracy believe that full participation is the true model of modern government. Direct democracy arose in the cities of ancient Greece; in public affairs, the entertainment provided by forced labor is participation in public affairs. They say that citizens can access the essence of democracy by regularly reviewing and electing representatives.

Kauzya & Balogun (2015) suggest that democratic governments govern with the consent of the people who act as their representatives. In fact, UK dating is declining because people feel they can't stand anything. And how effective is our political system in dealing with real problems? There are other mechanisms that support representative democracy and direct citizen voting. The most famous examples of this are Switzerland and the western states of America. Tordoff (2012) define "social development practices, sustainable development management practices, law enforcement principles, and leadership principles" as those that increase people's participation in a particular area or level of development. Participation should go beyond making or contributing "free" jobs and financial contributions to policy decisions. People need to enjoy the basic freedom of freedom of expression and reach their full potential in the fields of their choice.

Under the African Charter (1990) community development operations; sustainable management practices; Law enforcement and leadership processes are essential to people's effective participation in building structures and developing policies and programs for their interests. Community development operations; sustainable development management methods; Must be fully involved in understanding public safety and driving practices. Commit and get started the nature of true voluntary democratic governance; an independent level of independent grassroots organizations that focus on the traditional culture of society should be created(Republic of Kenya, 2010).

The International Organization for Standardization (ISO 9000) defines service provision as a customer-oriented activity. Service provision activities are carried out by an organization to meet the needs and expectations of customers. However, according to Anne (2004), the level of service delivery is the level of meeting the expectations of the society. If these expectations are often met, the quality of the services provided increases; exactly the contrary(Tordoff, 2012). According to the 2000 National Service Delivery Questionnaire (NSDS) it was found that the effectiveness of service delivery in Arua County can be measured by the amount of spending allocated to various services related to National Priority Areas (NPPAs). The report includes several other factors, such as local perceptions of service delivery and financial success rates, to determine the local government success rate for residents/taxpayers(Mungania, 2013).

In Arua County, where the service delivery situation is characterized by the low performance of these programs; some delivery programs have had little success due to insufficient stakeholder

participation in the development process. Promoting ways to improve society; sustainable development management methods; the large concentration of decision-making power and resources, especially among rural communities, through police and administrative processes creates a communication gap between farmers and beneficiaries such as farmers Agency for Internal Development in Trans Nzoia County region. Today, many collaborative initiatives and projects have been launched to better serve the different voices of the people (Republic of Kenya, 2010) The role of the regional executive is to coordinate continuous legal development and stability. Article 174 (2010) of the Constitution of the Government of Kenya emphasizes the exercise of democratic power and accountability, the promotion of the exercise of autonomy. And strengthen public participation in the process. Kenyans make decisions that affect the allocation of government agencies, functions and services from the capital (Mungania, 2013). Prior to the reforms described by Mbai (2013), provincial governors in Kenya were reluctant to obey their superiors, even if it harmed the public interest. Thus, the authorities use this great duty to suppress the opponents of their policies, and hence the history of the senior provincial officials is oppressive, dictatorial, negligent and physical oppression. However, ACT (2010) notes that the 2010 constitution changed this position and placed the responsibility for coordinating government programs on the executive committee headed by the governor. He said the transfer of executive power to the central government is to instill a culture of accountability among regional actors (Kettl, 2015). 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 with the aim of changing institutions and ensuring 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.

### **Statement of the Research Problem**

Mbai (2013) as the size and scope of government responsibility in a country increases, 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 the citizen 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 the goals of sustainable development, the coordination between institutions is difficult to implement the plans, according to the analysis provided by the Organization for Economic Co-operation and Development (2016). In many cases, 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 to complain 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; Claim payment and/or other benefits before providing services commonly known as "small" in Kenya. Lack of services; Negative customer-customer relationships between government officials and other challenges (Mbai, 2013). 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.

### **Purpose of the Study**

To assess the influence of sustainability management practice on service delivery in Kiminini Sub County, Trans-Nzoia County, Kenya.

### **LITERATURE REVIEW**

#### **The Influence of Sustainability Management Practice on Service Delivery**

Sustainable development is a program to meet the current needs of society without compromising the capacity of future generations, it means promoting economic development that does not deplete natural resources. As part of this work, community leaders look at land management, urban infrastructure, healthcare delivery systems, and many other complex systems to ensure their efficiency and sustainability. According to the American Government Management Association, government officials prioritized environmental issues in the 1940s, which eventually led to the development of the Environmental Protection Agency (EPA) and the creation of World Day. Thus, government officials have a key role to play in building sustainable public infrastructure. For example, in Portland, Oregon, the Department of Planning and Sustainability is responsible for developing and updating the Climate Action Plan - a partnership between cities and regions that serves as a short- and long-term policy plan to reduce carbon emissions. . Clues and improving the living conditions of residents.

Public regulators are responsible for protecting the interests of ordinary citizens, and as concerns about the negative effects of climate change increase, government officials have begun drafting policies related to environmental management. Environmentalists, small businesses, organizations and ordinary workers have their own ideas on how to use and protect the environment and natural resources, and regional, regional and local governments are all full of controversy. When individuals and groups pursue their individual interests - through limited budgets, full security or somewhere in between - community regulators must reach an agreement that manages natural resources responsibly and meets economic needs. Government officials seeking employment in environmental management should be sufficiently aware of the laws and policies related to water, land management and other natural resources. The environment sector has job opportunities in government agencies, non-profit organizations and the for-profit sector. According to Pierce and Watford (2013), any sustainable development program must consider intergenerational equality, that is, ensure that future generations have the same development potential as now. The upgrade process is only sustainable if it is ensured that the amount of capital assets remains unchanged or increases over time. These assets include industrial finance (such as machinery and roads), people (knowledge and skills), social capital (relationships and institutions), and environmental issues due to their impact on psychological and non-economic well-being and long-term productivity. . Gijima Time. Time (World Bank, 2019).

In short, sustainable development means achieving a better balance between the production cycle and the reproduction of human life, without creating and weakening existing resources for future generations. This is what SAP did, contrary to their expectations, accelerated growth, failed to do so, instead increased the level of trust, which according to Alila (2018) in technical and economic issues with little or no public view Public opinion. Learning difficulties are a problem or a guide to human development in general. This leads to an imbalance between human needs and resources, leading to poor policy choices, gender bias, and less sustainable programs. The common denominator for several years is that governments and donors have less trust in the people, so they reject development and support programs for local residents (Alila 2018). Thus,



the World Bank report in 2010 (ie, "From Disaster to Sustainable Development") addressed the disease, taking into account the human factor in development, which according to Alila (2018) is the level at which human development is concentrated. Is. Manage and manage your issues, rather than being dependent. In other words, if sustainable development is to be achieved, people must be empowered by good institutions that allow them to make decisions in all aspects of their lives. Kenya followed the path of sustainable development in two periods from 2010 to 2019 and after 2010 with an emphasis on "sustainable development" and "sustainable human development". In the previous case, the government focused on strengthening administrative institutions, the real environment, and public finance, which is why DFRDs were established in July 2013. There was a lot of belief in the use of this term. The government promoted the equitable distribution of resources and the development of natural resources. The latter situation can be called the period of general elections or independence, in which people who are disappointed with government institutions turn to social organizations such as non-governmental organizations due to the low quality of services and the international system. He began to communicate directly with someone. At the same time, the government agrees to provide, in whole or in part, specific services that invite CSOs, without explanation, for reasons of inability to provide better alternatives or forcing people to adapt to current conditions. Give up. Condition. Is. NGOs), individuals, CBOs and POs) to form joint ventures. This is the current situation in Kenya's development sector.

### **Theory of Sustainability**

Corporate sustainability is an approach to creating long-term stakeholder value using business strategies that focus on ethical, social, environmental, cultural and market economics. These initiatives are designed to promote sustainability, transparency and improve consumer engagement with business organizations. Companies often express their commitment to sustainable business through writing the Corporate Sustainability Standards (CSS), which are policies and measures that aim to meet or exceed minimum regulatory requirements. Corporate sustainability is often confused with corporate social responsibility (CSR), but the two are not the same thing. Oyugi (2014) argue that the concept of "time" distinguishes sustainability from CSR and other similar concepts. While morals, ethics and standards drive CSR, sustainability still forces companies to commit to maintaining gender equality. Timing is the key to accuracy.

The phrase is derived from the concept of "sustainable development" and Mungania (2013) concept of the "triple bottom line". The Brundtland Commission's report on Our Future defined sustainable development as "development that meets the needs of the present without hindering future generations from meeting their own needs". The desire to grow without compromising the prospects of future generations is at the heart of its business strategy.

The "triple bottom line" demonstrates that business goals cannot be separated from the communities and environments in which they operate. While short-term economic benefits are achieved, it is recognized that these businesses will not be profitable if they have social and environmental impacts. Activities unrelated to the Goals. Corporate sustainability can be measured by a combination of indicators, including environmental, social, physical and financial objectives. One way to measure corporate sustainability is through the Composite Performance Index (CPI). The best guarantee of corporate sustainability is the efficient use of natural resources by the company. This ecological efficiency is often measured as the financial value added by a company to its overall ecological impact (Mungania, 2013).

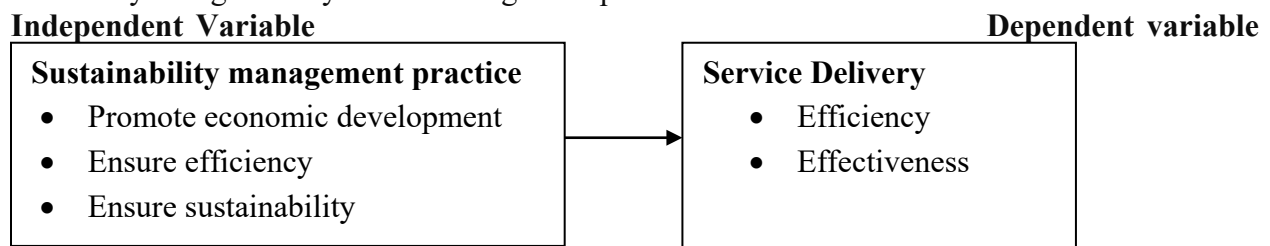
Similar to the concept of eco-efficiency, but so far little studied, it is a second measure of economic sustainability. Socio-efficiency describes the relationship between the added value of a

business and its social impact. While most physical impacts on the environment can be considered negative (except for rare exceptions such as planting trees), this is not a social impact. These can be positive (eg business activities, job creation) or negative (eg work-related accidents, human rights violations). Both eco-efficiency and social efficiency are generally associated with increased financial stability. In this work, they aim to take advantage of a win-win situation using natural and social resources. Others identified eco-efficiency, social efficiency, capacity and equity as the four factors that must be addressed for development to be sustainable(Wilson, 1886).

Experts agree that respect for things beyond business is critical. The Business Case for Sustainability (BCS) has many options to accept or reject the business case for business management. It shows that an attractive environment for the company and the community where it operates will improve performance and increase revenue. This can be achieved through open communication with stakeholders, which is the value of transparency, transparency and accuracy. This happens when the company educates its employees and external stakeholders (customers, suppliers and the entire community) and leads them to work on problems such as waste reduction or energy consumption. Seeing the future causes companies to develop new ideas for implementation. This strategy can reduce production costs, increase revenue, or provide a more efficient organization (Wilson, 1886).

### Conceptual framework

This study was guided by the following conceptual framework:



**Figure 1: Conceptual framework**

### METHODOLOGY

The research design of this research was descriptive research. The study targeted 200 security officers comprising of the National Administration (50), the National police service (45) and the National Intelligence Service (8). (Trans Nzoia County Commissioner's office, 2015). A total of 97 members of the association were considered. From this target group, a sample of the community is given and the researcher can reach this figure and study the subject under study. This study used class samples to identify them based on four groups of security organizations (NA, KPS, APS and NIS). The sample size was calculated using a formula called the Israeli G.D. Equilibrium Reduction Formula. (2012). Therefore, the sample size of 133 respondents participating in the study included 68 security officials and 65 members of the community. Questionnaires was sent to the two groups of respondents. This research used descriptive data to analyze the quantitative data collected. Explains data analysis based on points, percentages and spatial distribution, distribution of different responses, and how flexibility affects service delivery. Regression analysis was performed to assess the relationship between sustainable governance and service delivery.

## RESEARCH FINDINGS

### Descriptive Statistics

#### Sustainability Management Practice and Service Delivery

The study sought to find out the influence of sustainability management practice on service delivery. The respondents were required to use the scale use the Key: 5=Strongly Disagree 4=Disagree 3=Not sure 2=Agree 1=Strongly Agree. The findings were recorded in Table 9.

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

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 Indicated 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 4.08(SD=0.633 and my organization has set goals and practices that ensures efficiency at 4.03(SD=.637).

#### Service Delivery in Kiminini Sub County

The study sought to find out the level of service delivery in Kiminini Sub County. The respondents were required to use the scale Use the Key: 5=Strongly Disagree 4=Disagree 3=Not sure 2=Agree 1=Strongly Agree. The findings were recorded in Table 12

**Table 2: Descriptive Results of Service Delivery in Kiminini Sub County**

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 has positively influenced service delivery	3.48	.916

It was observed 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 3.46 (SD=.938), and my effective leadership practices has positively influenced service delivery 3.48 (SD=.916).

### Inferential Statistics

#### Regression Analysis

Sustainability management practice was regressed against service delivery and the results recorded in Table 3, 4 and 5.

#### Model Summary

**Table 3: Regression Results of Public Administration Practices on Service Delivery**

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

a. Predictors: (Constant), Sustainability Management Practice



The model indicated the simple correlation was 0.893, which indicates a positive correlation. The total variation (the adjusted R<sup>2</sup> of the study model is 0.781 with the R<sup>2</sup> = 0.797) in service delivery was 79.7% explained by sustainability management practice (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 variation in service delivery is accounted for by sustainability management practice in the study while 20.3% of the service delivery is accounted for by other factors out of the study.

### Analysis of Variance

ANOVA was used to determine if the simple regression model was fit for the data. The results were shown in Table 4.

**Table 4: ANOVA Results**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.835	4	3.835	81.596	.000 <sup>a</sup>
	Residual	4.465	92	0.047		
	<b>Total</b>	<b>8.3</b>	<b>96</b>			

a. Predictors: (Constant), Sustainability Management Practice

b. Dependent Variable: Service Delivery

The ANOVA was highly significant (F=81.596, p=0.000<sup>a</sup>). This implies that the regression model was termed fit for this particular data and hence sustainability management practice, affects service delivery

### Coefficients

**Table 5: Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.746	.374		1.993	.050
Sustainability Management Practice	.258	.071	.293	2.230	.028

a. Dependent Variable: Service Delivery

Table 5 shows the regression coefficients results in that sustainability management practice had a positive and significant effect on service delivery ( $\beta=0.258$ ,  $p<0.05$ ).

The simple regression equation that was generated for this study was:

$$Y = \beta_0 + \beta_1 X_1 + \varepsilon$$

$$Y = 0.746 + 0.258X_2 + \varepsilon$$

### CONCLUSION

Based on the findings of sustainability management practice and service delivery in Kiminini Sub County, Trans-Nzoia County, and the following variables; promote economic development, ensure efficiency and ensure sustainability showed a statistically significant relationship with service delivery. The study concluded that security team needs to put more emphasis on the mentioned variables, while carrying out sustainability management practice in order to improve service delivery in Kiminini Sub County, Trans-Nzoia County.

### RECOMMENDATIONS

The study revealed that sustainability management practice had a positive and significant influence on service delivery in Kiminini Sub County, Trans-Nzoia County. The study thus recommended that security agent should advance and promotes economic development; ensure efficiency and sustainability in order to improve service delivery.

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