

**EFFECTS OF RESULT BASED MANAGEMENT ON PERFORMANCE OF
NYAHURURU SUB COUNTY IN COUNTY GOVERNMENT OF LAIKIPIA**

JOHN KIHANDA MUNGAI

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ABSTRACT

Results Based Management (RBM) was introduced in 2004 out of the need to improve service delivery and demonstrate reform gains from the implementation of the Economic Recovery Strategy. The RBM tools introduced included Rapid Results Initiative (RRI), Performance Contract (PC), Service Charter (SC) and Automation through Local Authorities Integrated Financial Operations Management System (LAIFOMS) among others. These approaches were implemented with the aim of improving service delivery in the local authorities which have been replaced by County Government. However, there is still outcry from the citizens that the services offered are no of good quality. This has been reinforced by reports from Transparency International and Auditor General Office of high corruption in County Governments. Therefore the aim of this study was to investigate the effects of result based management on performance of County Governments in Kenya; the specific objectives of this research were therefore to investigate the effects of Rapid Results Initiative (RRI), Service Charter and Performance Contract on the service delivery as well as the effects of LAIFOMS on financial management at the Nyahururu Sub County. The research was based on Public Value and Strategic Triangle Theories. The population of the study was 4,891 respondents comprising of 4,751 customers and 140 staff. A sample of 42 staff and 355 customers were selected using stratified random sampling. 292 respondents comprising of 37 staff and 255 customers filled and returned the questionnaires. Data was analyzed using multiple regression and correlation analysis. The p values for each independents variable was less than 0.05 for both regression and multiple regression analysis. The study found out that, Service Charter, Performance Contract, RRI and ICT had significant effects on performance of County Governments. The study therefore recommends that staff should be trained more on these tools as well as encourages them to implement them. In addition their implementation should be monitored. Awareness should also be created to customers about the service charter to understand their rights and obligation.