

Does Performance Contracting Drive Citizen-Centric Service Delivery? The Case Of Huduma Centres' In Western, Kenya

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Abstract

Public service delivery is a concept that has attracted a lot of interest in the discourse on performance management. The most Governments including Kenya has tried a raft of measures for a long time to improve on quality of services offered to its citizens, but not much change was witnessed. They used voluntary early retirement, freezing of employment, privatization, structural adjustment programme and retrenchment. Citizen-centric service delivery which assures that services reach individuals is however a concept that has not received due consideration under the public service delivery reforms. While, it is acknowledged that performance contracting has the potential to unlock competitiveness among public entities, no evidence exists to show how performance contracting impacts on citizen- centric service delivery in the context of the Huduma programme in Kenya. This study analyzes the effect of performance contracting on citizen-centric service delivery in Huduma centre's in Kenya. The study adopted the explanatory research design in line with the post-positivist research philosophy. A sample of 276 employees' is drawn from Huduma centre's in the western region of Kenya. Data collected with questionnaire and analyzed using multiple regressions. The key finding of the study is that performance contracting does indeed drive citizen-centric service delivery in Huduma centre's in Kenya. Specific findings indicate that performance planning and, monitoring and reporting are positive and significant determinants of citizen-centric service delivery, while target setting is not a significant determinant. The study concludes that, performance planning, monitoring and reporting, are important performance contracting phases in the pursuit of citizen-centric service delivery in Huduma centres in Kenya. Reforms in the Huduma programme should therefore seek to maximize mechanisms that provide for performance planning, monitoring and reporting

Key words: performance contracting, target setting, performance planning, performance monitoring and reporting, and citizen-centric service delivery