INFLUENCE OF PUBLIC REGULATION ON SERVICE DELIVERY OF WATER COMPANIES IN MURANGA COUNTY

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A Thesis Submitted in Partial Fulfillment of the Requirements for the Degree of Master of Business Administration (Supply Chain Management Option) of Murang'a University of Technology

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DECLARATION

Student Declaration

I hereby declare that this Thesis is my original work and to the best of my knowledge has not been presented for a degree award in this or any other university. I understand what plagiarism is and I am aware of the University's policy in this regard. I understand that any false claim in respect of this work shall result in disciplinary action in accordance with the University Anti-Plagiarism Policy.

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Supervisors' Approval

The undersigned certify that they have read and hereby recommended for acceptance of Murang'a University of Technology a thesis entitled **"Influence of Public Regulation on Service Delivery of Water Companies in Murang'a County".**

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DEDICATION

This thesis is dedicated to my entire family, who have displayed extraordinary patience with me and have always shown me love and support even when the obstacles appeared insurmountable.

AKNOWLEDGEMENT

I offer God praise for his wisdom, direction, and providence he gave me throughout this undertaking as well as for how far he has carried me. I owe a lot of people my appreciation for enabling me to begin and finish the research project. I genuinely appreciate my supervisors Dr. E. Oteki and Prof. R. Juma for their steadfast assistance, patience and leadership during the time frame of this this study and paper preparation. I'm very appreciative for the invaluable advice. My supervisor's advice and concern were invaluable. And to all of my coworkers who helped me greatly while I was studying. Everyone in my family whose help and inspiration have been my strength and anchor, has my sincere gratitude and appreciation. To conclude, allow me to thank the respondents who responded and shared their opinions, you are all valued.

ABSTRACT

In accordance with the public regulation, sound policies and practices in public procurement are among the key components of good excellent stewardship and governance. However, the procurement process is still built on inefficiency, corruption, and undercutting costs in addition to secrecy, which results in significant resource waste. Therefore, this study focuses on the influence of public procurement regulation on the service delivery of Water companies in Murang'a County. The general objective of this study was to evaluate the influence of public procurement regulation on service delivery of water companies in Murang'a County. The specific objectives of the study were to investigate the influence of transparent tendering on service delivery of water companies in Murang'a County, to examine the influence of supplier debarment on service delivery of water companies in Murang'a County, to evaluate the influence of access to government procurement opportunities on service delivery of water companies in Murang'a County, to establish the influence of contract monitoring on service delivery of water companies in Murang'a County and finally to examine the moderating effects of technology on public procurement regulation and service delivery of water companies in Murang'a County. The study is anchored in the agency theory and resource-based Theory. Descriptive research design was applied to achieve the objectives of the study. The population of this study consisted 240 employees working in the procurement department and heads of user department drawn from the five water companies in Murang'a County. Yamane's formula was used to arrive at a sample size of 150 respondents. A pilot study was carried out before the main study. Data obtained was analyzed using Statistical Package for Social Sciences (SPSS) Version 21. Percentages, frequency, means, standard deviations and tables were used to present the findings. The findings show that all predictor variables (Transparent tendering, AGPO, Debarment of suppliers, Contract monitoring, Technology) have statistically significant coefficients, as indicated by their p-values (Sig. < 0.05). The finding also showed a coefficient of the determination had R^2 value of 0.65 and introduction of the moderating variable of technology increased R^2 to 0.737 hence technology improved service delivery from 65% to 73.7 %. The study concludes that the public regulation has a strong influence on service delivery of the Water Companies and that enactment of the public regulation has increased the level of transparency in the procurement process, enhanced value for money through Price Contract monitoring, prompted allocation of procurement opportunities to various groups and through professionalism and fairness as stipulated in the Regulation. Based on the conclusions the study recommends that strengthening communication strategies and sensitization efforts before tender advertisement will help raise awareness among potential bidders, recognize the positive impact of AGPO groups in meeting procurement requirements, Promote transparency by providing freely accessible procurement information and address the mixed opinions on stakeholder involvement.

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ACRONYMS AND ABBREVIATIONS

AGPO	Access to Government Procurement Opportunities
PPADA, 2015	Public Procurement Asset and Disposal Act, 2015
PPADR, 2020	Public Procurement Asset and Disposal Regulation, 2020
PPOA	Public Procurement Oversight Authority
PPRA	Public Procurement Regulatory Authority
PPOAB	Public Procurement Oversight Advisory Board
IAG	Internal Auditor General
IMF	International Monetary Fund
KACC	Kenya Anti-Corruption Commission
KES	Kenya Schillings
KENAO	Kenya National Audit Office
MUWASCO	Murang'a Water and Sanitation Company Limited
PPPFA	Preferential Procurement Policy Framework Act
WSPs	Water Service Providers
GPPD	Global Public Procurement Database
OECD	Organization for Economic Cooperation and Development
CJEU	Court of Justice of the European Union
EU	European Union
MFMA	Municipal Financial Management Act
PPPFA	Preferential Procurement Policy Framework Act

CPAR	Country Procurement Assessment Review
PP	Public procurement

OPERATIONAL DEFINITION OF TERMS

Public procurement regulation - This is the set of rule, laws, procedures and guidelines that were enacted by the Kenyan Parliament to be used by public entities while carrying procurement of goods, works and services.

Service delivery- Provision or fulfilment of a specific objectives or obligations to individual's customers, residents, citizens, or businesses in terms of information provision, managing business, and these services must be delivered in a way that is quick, foreseeable, dependable, and considerate to clients

Transparent tendering- This is provision of all required information in the procurement process to all participants and interested parties in the tendering process, including bidders, contractors, service providers, and the interested parties at the same time.

Supplier debarment- The process of Preventing bidders, or other entity firm from tendering process or participating or bidding or engaging into a state contract.

Access to government - Access to government procurement opportunities is the Preference to the enterprises owned by women, youth and persons with disabilities to be able to participate in Government opportunities.

Contract monitoring –	The process of ensuring that parties comply with the terms of a contract.
Technology–	Software solutions manage the flow of goods, data, and finances from their origin to the final destination.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Public procurement has attracted attention from the public and been the subject of debate on a global scale. It has also been subject to restructuring, changes, modifications of new laws and Regulation (Jibrin,M. S., 2014).In Kenya, accountability in the public procurement system has changed dramatically during the last decade. From unregulated system in the 1960s to Treasury Circulars-governed system from 1970to 1990s, the PPDA Act 2005, Regulation 2006, and eventually, the debut of the Public Procurement Asset and Disposal Act of 2015 and the Public Procurement and asset Disposal Regulation of 2020 both of which set new requirements for Kenyan government procurement to conform to the Kenyan Constitution 2010 (Article 227) which must be implemented by every public entity (Mutangili, 2021).

The role of public procurement is critical component of administration, governance and a strategic pillar in every public entity, and it becoming more popular and acknowledged as critical in provision of critical services, accounting for a significant share of overall spending. However, despite large gains in financial allocation, many emerging countries' public service delivery is deteriorating. Ineffective procurement mechanisms within a business might be used to justify poor water service delivery (Brearley, 2020).According to a study by onyika, (2013) the application of procurement laws and Regulation is delayed by various issues, such as insufficient training, lack of awareness, and ethics inside the company, all of which have an impact on service delivery.

Procurement encompasses all the requirements necessary to get the goods, works and services from the source and to the final destination where they are actually needed .it includes the procurement planning, procurement processing, inventory management, asset disposal, contract management and incoming quality control, assurance and inspection (Kumar, 2015) . When looking to outsourcing for products and required services, goods practices and business efficiency necessitates that the buyer seeks for a supplier who will supply what they need in a trustworthy manner while assuring the

attainment of value for money in every process. Value for money in goods does not always mean the lowest; it can also refer to adherence to the solicitation conditions, good quality and post-purchase services, (Amayi, 2013).

Manass, (2021). Observes that government procurement processes are distinct from private purchasing processes due to the financial effects of government entities procurement must be evaluated using criteria that are longer-term and more complicated Public procurement additionally needs to be transparent carried out with consideration for factors aside from only the economy. Important factors to take into account include accountability, nondiscrimination among prospective suppliers, and compliance with international agreements. Public procurement is today governed by Regulation that must be put into effect for guidance in any procurement procedure to safeguard public resources, interests, and funds, particularly management of public funds. (Manasse, 2021).

1.1.1 Global perspective on public procurement regulation

Public procurement is the process of purchasing goods, services or works by the public sector from the private sector. Overall, public procurement represents on average 13% to 20% of GDP. Global expenditure in procurement is estimated at nearly 9.5 trillion US dollars and, according to the United Nations Office on Drugs and Crime, 10 to 25 percent of a public contract's overall value may be lost due to corruption. Governments have great incentive to maximize every penny of their budgets. Better management of the public procurement sector with increased transparency is critical for achieving economic growth and boosting shared prosperity for all. The World Bank recognizes the potential public procurement can have in assisting governments around the world in meeting their development objectives. However, there remains a gap in publicly accessible country procurement information available on a user-friendly platform. The Global Public Procurement Database (GPPD) was created to fill this void. Best practices in public procurement go far beyond saving money. It is also about government efficiencies and quality improvements of goods and services as well as transparency over what governments purchase in sectors critical for development, such as health, education, and water. With this in mind, the GPPD is a

one-stop online product of choice for the global public procurement community, (World Bank, 2020).

Any steps done by the regulators to ensure compliance in the procurement practices are considered as enforcement practices (Zubcic & Sims, 2011). The impact of enforcement on compliance is a topic on which there are differing views. According to Sparrow (2000), enforcement may teach violators more advanced strategies for avoiding and hiding government discovery. Imperato (2005), on the other hand, concurs that enforcement enhances compliance. Increased penalties and enforcement actions boost levels of legal compliance (Zubcic & Sims, 2011). Government procurement corruption in developing nations has been connected to lax enforcement of the law (Raymond, 2008). Bidders may check to see if the procurement processes follow the established procedures in nations with complaint and review mechanisms. Another powerful motivation for procurement officials to follow the Regulation is the potential for review (Hui et al., 2011).

Asia's decentralized administrative systems have recently undergone major structural adjustments related to public procurement. For instance, in Japan, earlier laws like the Proper Tendering Contracting Law and the Public Service Ethics Law, both passed in 2000, included the Elimination and Prevention of Bid Rigging in 2002 and the Ensuring Quality of Public Works in 2005, both of which aimed to improve transparency and accountability, as well as the adoption of IFMIS at the devolved prefectural level of government. These Regulation were put in place to prohibit bid manipulation and guarantee that public works (Kinoshita, Sato & Matsumoto, 2012).

In spite of continuing efforts to create uniform public procurement procedures throughout Germany, Czarnitzki, Hünermund, and Moshgbar's 2020, research finds that there are significant legal distinctions between state and federal reforms. Managing budgets in a way that enables governments to keep providing acceptable levels of public service is a constant problem (OECD, 2017). Many countries have implemented new laws in an effort to find a solution to this issue, with the aim of increasing the effectiveness of the public sector and the way in which the government spends its resources. Both the public sector's effectiveness and the effective use of resources are improved by these strategies.

The first step in achieving these objectives, according to Czarnitzki, Hünermund, and Moshgbar (2020), was the modification of the rules governing German federal procurement. This was the first action taken to achieve these objectives. The changes to German procurement law based on 2014 EU guidelines for e-procurement sought to accomplish the following objectives: The procurement procedure should be forced to use online communication (OECD, 2017). However, both regional municipal procurement agencies and small and medium-enterprise firms (SMEs) need to be given some latitude in terms of their timelines in order to fully incorporate computerized processes. The research from 2020 by Czarnitzki, Hünermund, and Moshgbar indicates that there are no trustworthy statistics on public procurement in Germany.

The Court of Justice of the European Union's theories serve as the foundation for the reform agenda for the public procurement system (CJEU). These doctrines attempt to identify common ground between the core principles of public procurement law and the fundamental values outlined in the EU Treaties (Bovis, 2020). When it comes to finishing the tasks that are left unfinished by the public procurement guidelines, primary EU legislation is what enters the picture to undertake the hard lifting. The case law of the Court of Justice of the European Union (CJEU) has been a significant contributor to the development of the policy and concepts that underpin the acquis, in addition to providing flexibility, clarity, and assurance to the highly decentralized implementation as well as enforcement of the public procurement acquis (Bovis, 2020). The European Union and its member states are thought to be able to achieve growth and raise their level of competitiveness with the help of public procurement. All of the countries that make up the EU have the same viewpoint.

A number of scholars all over the globe have attempted to ascertain the influence of procurement practices and implementation level of public regulation. However, majority have narrowed procurement practices to procurement staff competency (e.g. Aketch & Karanja, 2013), Supplier relationship management (e.g. Kepher, Shalle, & Oduma, 2015), Inventory management (e.g. Ogbo & Ukpere, 2014; Mwangi & Nyambura, 2015), Procurement Audit practices (e.g. Hundal, 2013), Monitoring &

Evaluation (e.g. Kithatu-Kiwekete & Phillips, 2020) and level of Implementation of public regulation (e.g. Amanyi & Ngugi, 2013).

1.1.2 Africa perspective on public procurement regulation

Since the end of the apartheid regime In South Africa, government procurement has been used explicitly to pursue socio-economic objectives (Turley & Perera, 2014). Procurement practices are of particular significance in the South African public sector. It is used to promote social, industrial or environmental aims which are, arguably, secondary to the primary aim of procurement (Bolton, 2009). This is due to the discriminatory and unfair practices of the past. The procurement transformation started in 1995 and was directed at two broad focus areas, namely the promotion of the principles of good governance and the introduction of a preferential system to address socio-economic objectives. The procurement reform processes were embedded in section 112 of the Municipal Financial Management Act 56 of 2003 (MFMA), in section 76(4) (C) of the Public Finance Management Act (PFMA), and in the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA). In 2001, the SCM unit at National Treasury completed a joint Country Procurement Assessment Review (CPAR) in collaboration with the World Bank to assess procurement practices throughout the public sector. The CPAR identified certain deficiencies in procurement practices relating to governance, and the interpretation and implementation of PPPFA and its associated Regulation.

The devolved system of governments have been introduced in nations in Africa for purposes of ensuring development of the economy and service delivery is closer to the citizens and they also benefit from the services offered by the government (Walls, Berrone & Phan, 2012). East Africa devolved system of governments also support the countries to desist from misappropriation of powers and resources by the national government. In nations that have had success in devolved system of government being implemented, service delivery and development are experienced and unlike those countries that are yet to implement the devolved system of government (Boyd, 2015).

1.1.3 Kenya perspective on public procurement regulation

In Kenya, PP is considered to be the avenue in which the government expenditures are realized on revenue collected annually, for the implementation of government's

projects and service delivery. This was further reiterated that PP that is economically inefficient invariably undermines the governments' agenda of service delivery. In light of this, Article 227 of the constitution mandates a development of Regulation where policies and Regulation that relates to PP shall be implemented. The constitution regulatory framework demands that procuring entities entering a contract shall do so in a competitive, transparent, fair, equitable and cost-effective system (Anthony, 2018).

The establishment of a regulatory framework for public procurement in Kenya is a matter of continuous debate and research. The lack of clear and uniform laws and procedures has resulted in a lack of openness and accountability in the procurement process. As a result, claims of corruption and favoritism have surfaced, raising concerns about the effectiveness of current legislation in promoting good governance and value for money. Another source of worry is procurement officials' lack of capacity and resources, which has resulted in a lack of oversight and implementation of current standards. This has prompted calls for capacity-building measures to increase procurement authorities' skills and competence.

Kibet (2017) study findings, affirm the report by the office of Auditor General revealing a weak devolved governments' financial system of control that have led to misappropriation of funds in county governments. For example, the report indicated that Busia County Assembly was failed to account for Kshs. 10.7 million paid to five contractors for public sensitization on a single bill which is against the financial Regulation. Internal control systems is the process which needs to be put in place to give confidence on the achievement of entities objectives. The financial reliability on reporting, efficiency on the financial operations, as well as adherence to other laws and Regulation that could be applicable has failed and are lacking in most county governments in Kenya (Chemeltorit, Namusonge & Wandera, 2016).

The County Treasury is the body tasked with carrying out the county's public procurement and asset disposal policies, as per the public procurement and asset disposal statute of 2015. The County Treasury will develop a procurement department to implement public procurement and asset disposal procedures; coordinate administration of procurement and asset disposal contracts; coordinate consultations

with county stakeholders of the public procurement and asset disposal system in collaboration with the National Treasury and the Authority; and advise county government entity accounting officers. Additionally, the County Treasury may establish an institutional structure to support the county government's procurement, administration, and management of common user products (PPADA, 2015).

1.1.4 Water companies

Water service providers being water companies have been mandated to provide water service delivery properly in the full capacity required by their customers while ensuring quality at all-time while ensuring they are effective and efficient, (Tifow, 2014). Despite the Kenyan government's efforts to expand water coverage across the country, Water and Services providers in their respective regions face a slew of obstacles in fulfilling their mission of providing dependable, reliable, quality, affordable, sustainable sanitation and water services in a way that is well customers. According to Kenya's vision 2030 for water and sanitation, the country wants to guarantee access to improved sanitation as well as the provision of clean, safe drinking water, (Sempele, 2017).This study will introduce the basic procurement practices to be applied in order to achieve a sound procurement practice in water companies that allow for an increase in trade and foster economic growth while ensuring that the service delivery of water is achieved.

The WSPs and Businesses at large must also keep up with emerging technologies because the efficacy of various procurement-related procedures is being increased by the different technologies used in today's world in their dealings and to remain relevant, lucrative, and competitive in the market. E-procurement, contract repositories, AP automation, spend analysis, supplier information management, business networks, and contract drafting, and supplier performance management, and other processes are all made possible by new technology. Organizations can then use the procurement process as a way to improve their company's value. Additionally, they can change into customer-focused businesses that will succeed in the coming 10 years and beyond (Akpan, I. J., Soopramanien, D., & Kwak, D. H, 2021). The water and sanitation businesses are government-run organizations that are prone to the same procurement problems as other state ministries. In light of this, the current study will

sought to evaluate the influence of public regulation on the service delivery of such companies in Murang'a County.

1.2 Statement of the Problem

In accordance with the public regulation, sound policies and practices in public procurement are among the key components of good excellent stewardship and governance. However, the procurement process is still built on inefficiency, corruption, and undercutting costs in addition to secrecy, which results in significant resource waste. The best example was that in 2020, KEMSA was allegedly accused of mishandling a Sh7. 7 billion tender in which it lost Sh1. 5 billion in shady deals for the procurement of COVID-19 personal protective equipment, prompting then President to dissolve the entire board in April, 2020. While inefficient methods waste resources, cause delays, and are typically the subject of accusations of corruption and ineffective administration, good practices cut costs and achieve results quickly. (Thai, 2017) .Institutional sound procurement capacity is critical for a successful procurement implementation and sustainability in every processes (Ambe, 2016). Most government projects are conducted through public procurement, therefore monitoring and assessing implementation procedures is necessary to give service to citizens and obtain value for money (Musyoka, 2022). Effective regulation procedures can save money and improve quality and efficiency. Implementation difficulties caused the government ksh. 20 billion shillings in malpractice damages (PPOA, 2011). The Kenya National Bureau of Statistics (2012) reports that Kenya spends over Kshs.150 billion on public procurement, losing 20% due to inadequate procurement practices. According to Kamiya, (2018), Kenya has approximately a population of 40 million people, with approximately 17 million (43%) lacking access to safe drinking water. Even though private sector focuses on companies that provide water supply and sewerage services, corporate firms are increasingly incorporating water governance into their strategy, particularly to deal with regulatory concerns and ensure water allocation (Makori, 2021). Simultaneously, citizens and user groups, associations have gained greater say and influence in water-related policy decisions. Local studies, such as, Spaling, Brouwer, &Njoka, 2014; Kwena&Makori, 2015; Chepyegon & Kamiya, 2018 have discovered notwithstanding governmental investments in the water sector (from $5 million to $450 million in 10 years), water and sanitation are still in short

supply and poor provision of the said services at 56% and 70%, respectively. This is significantly lower the Sustainable Development Goal (SDG) targets despite the budgetary allocation and strict regulation.

Muturi, (2017) investigated government sector purchasing and discovered that an important component of a demand-driven innovation policy is government procurement. Mukasa (2016) investigated the problems of the PPDA Act of 2005, as revised in 2007, and found that government procurement strategies reforms do not effectively address concerns of openness, affordability, a skilled workforce, and ethics. There is a concern with public funds being misappropriated as a result of public procurement. And also the dissatisfaction among stakeholders caused by regulatory flaws that could be exploited by dishonest actors to influence procurement procedures, (Odero, 2017). The goal of this research will be to evaluate the influence of the Regulation on procurement practices in provision of services among water companies in Murang'a County and to devise strategies to remedy them. Moreover, neither of the studies examined dealt with the influence of public regulation on service delivery of water companies in Murang'a County which has necessitated this study.

1.3 Objectives

1.3.1 General Objective

To evaluate the influence of public procurement regulation on service delivery of water companies in Murang'a County

1.3.2 Specific objectives

i) To investigate the influence of transparent tendering on service delivery of water companies in Murang'a County
ii) To examine the influence of supplier debarment on service delivery of water companies in Murang'a County
iii) To evaluate the influence of access to government procurement opportunities on service delivery of water companies in Murang'a County
iv) To establish the influence of contract monitoring on service delivery of water companies in Murang'a County

v) To examine the moderating effects of technology on public procurement regulation and its influence on service delivery of water Companies in Murang'a County

1.4 Research Hypothesis

***H_{O1}*:** There is no statistically significant influence on transparent tendering on the service delivery of water companies in Murang'a County

***H_{O2}*:** There is no statistically significant influence of supplier debarment on service delivery of water companies in Murang'a County

***H_{O3}*:** There is no statistically significant influence on access to government procurement opportunities on service delivery of water companies in Murang'a County

***H_{O4}*:** There is no statistically significant influence on contract monitoring on service delivery of water companies in Murang'a County

***H_{O5}*:** There is no statistically significant influence of the moderating effects of technology on public procurement regulations and its influence on service delivery of water Companies in Murang'a County

1.5 Significant of the study

1.5.1 Murang'a County government

Results of this research is going to really be critical and essential to the Murang'a County government because they will aid in ensuring value for money is achieved and considered in public institutions. To achieve cost-saving and better capacity management compliance with procurement requirements must be increased. The results of this investigation are anticipated to provide procurement managers in various counties with new comparative knowledge about the effects of public regulation on their service delivery performance, allowing them to create effective tactics to enhance their county's performance.

1.5.2 Procurement Managers

The findings will practically assist procurement managers in various counties. They will gain from insights that can be directly applied to their day-to-day operations. This new comparative knowledge might lead to improved Procurement practices.

1.5.3 Academicians and researchers

Academicians and researchers can use this data to better study the role of public procurement laws, rules and Regulation on county government operations. Other researchers will benefit from the study's findings in locating the required literature for their own research. It will also be advantageous for policymakers, who may utilize the results to better water management strategies. It will also results to the production of new knowledge, bridging the gap. The study would also serve as a basis and source of material for future research in this field.

1.6 Scope of the Study

Objectives of this research was the influence of the public regulation on service delivery, with a particular focus on public water companies Murang'a County. The research covered 5 water companies in Murang'a County being Murang'a Murang'a south water, Gatanga water, Gatamathi community water and Kahuti Water. The scope was chosen because public water companies are public entities using public funds and are necessary to follow to the public regulation in every procurement process and stage. The study was carried out between June and October 2023. This study primarily focused on the influence of public regulation on service delivery

1.7 Limitations of the Study

Due to the various cases involving procurement that the anti-corruption commission is currently investigating, the research was hampered by a number of factors that could have affected the responses from each of the five water companies. Some decision-makers, particularly those in that Head procurement refused to answer the questionnaire and viewed the study with great suspicion. The study was carried outb between This was not only assisting in upholding high standards for procurement but also in achieving high levels of effectiveness and efficiency.

1.8 Contributions of the Thesis

The results of this study will be of great help to the public organizations of Kenya. Since the government operates essential businesses through its public organization, as a result of this change will be evident hence the study is will contribute greatly towards supporting the appropriate policies to support the water companies in Kenya. The results will also directly point to the development and management of organizational procurement departments and strategic issues in management of purchasing authority. This study will also help managers as the decision makers to improve on public procurement procedures as well as on the current weaknesses in supply chains by identifying the major reasons as to why the public procurement should now move to attain more efficiency like the private sector. The study is expected to contribute to the existing body of knowledge on the evaluation of the influences of Procurement regulations as well as promote further study as it suggest research gaps and grounds for further research in the field of procurement services. It can be used as a point of reference by other researchers.

1.9 Organization of the Thesis

The research thesis was structured as follows. The first chapter covered the introduction of the research study, Background of the Study, Objective Significant of the study, and Scope of the study and Limitations of the Study Chapter two this chapter reviewed the relevant literature pertinent to the research issue being studied. Library, academic journals, newspapers, books, newspapers, magazines, government statistics, and any other pertinent sources were used to review the literature. The theoretical review applied Agency theory and Resource based Theory to ground the study. Chapter three discussed the methodology employed for this study, includes the research design, target population, sampling technique, and sample size in addition to the data collection tools, data collection process, data pre-testing, data processing, and analysis. This chapter was essential for ensuring the validity, reliability, transparency, and ethical conduct of research studies. It provided a systematic framework for conducting research, aligning methods with objectives, addressing ethical considerations, enhancing data quality, and guiding researchers throughout the research process. Chapter four discussed the results and accompanying discussions are presented in this chapter to demonstrate the magnitude of the influence of regulations

on service delivery, this chapter also report details the response rate, results from a pilot study, diagnostic tests, demographic data, and descriptive statistics for each variable studied. The study's models and multiple regression analyses are were displayed. While chapter five detailed the summary, conclusion and recommendations of the each variable of the study.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter reviewed the relevant literature pertinent to the research issue being studied. Library, academic journals, newspapers, books, newspapers, magazines, government statistics, and any other pertinent sources were used to review the literature. The theoretical review applied Agency theory and Resource based Theory to ground the study.

2.2 Theoretical Review

The philosophical foundations in research, as well as the relationship between practical components and theoretical features pertinent to the study, are covered in the theoretical review. According to Birks, (2015), an excellent research should be theoretically grounded. Agency Theory and Resource Based Theory will be used to guide this research.

2.2.1 Agency Theory

In 1973, separately and almost simultaneously, Stephen Ross and Barry Mitnick were the first researchers to suggest and begin constructing a theory of agency. It is believed that Ross developed the economic theory of agency whilst Mitnick is in charge of the institutional theory of agency, despite the fact that the essential concepts behind these approaches are comparable. In fact, the methods are complementary in that they both use comparable notions under various assumptions. Ross essentially pioneered the investigation of agencies as a problem with compensation contracting; agencies were seen as a problem with incentives. Mitnick offered the now-popular theory that entities emerge from agency and change to handle agency in reaction to the inherent impurity of agency relationships. Because it is not worthwhile to make behavior faultless, it never happens as the principle would have it. While regulating or buffering them, adapting to them, or being chronically disfigured by them, society, on the other hand, creates structures to deal with these faults (Mitnick, Revised 2019).

The contractual arrangement whereby the principal sends work to the agent, who then finishes it, is described by agency theory. There are difficulties in such a partnership since the principle and agent have different goals, which can lead to conflict; also, the principal finds it challenging to monitor the agent's actions. The theory of the agency connection is covered by principal–agent researchers as a theory that may be applied to a variety of relationships, including buyer-supplier, employer-employee, and other agency connections (Panda, 2017).

When dealing with challenging contracting issues, agency theory comes in handy. This ideally includes situations where principals and agents have significant goal differences and uncertain outcomes lead to the theory's risk implications. It also analyzes the theoretical presumptions and brings up the concern of principals being aware of agents after a prolonged relationship, which may make outcome-based contracts less important. In the private sector, this might be more accurate than in the public sector where there are less Regulation and tendering is not required. Long-term collaboration with the assistance of software developers and consulting firms is permissible for private companies (Kostova, 2018).

Supplier relationships that are long-term may result in improved efficacy in the future according to McGee, 2019, because the longevity of the relationship depends on resolving goal conflicts. By emphasizing the principal-professional connection, which may include consultants, Sharma has advanced the agency concept.

Procurement by the government is legal, an instrument for law and economic tool. The decisions made by the body responsible for awarding the public contract have an effect on how the contractors behave and how fulfilling the contract will affect them. It is possible to identify a certain feature by looking into the systems that support the interactions among entities involved in public acquisition system of their requirements. According to According to the founded mainstream agency paradigm, the principal must rely on the actions of the contractor. The winning bidder (agent) must initially depend on the actions of the company or the entity awarding (primary), specifically on its substantive credentials, in order for public procurement to be effective. (Thiankolu, 2019).

Agency theory is highly relevant to understanding the influence of public regulation on service delivery of water companies in Murang'a County. First, Principal-Agent Relationship: In the context of water companies in Murang'a County, the government or regulatory authority (principal) entrusts the responsibility of providing water services to the water companies (agents). Agency theory helps to analyze the dynamics of this principal-agent relationship, including issues of delegation, monitoring, and accountability. Second, Goal Misalignment: Agency theory recognizes that the goals of the principal (government or regulatory authority) and the agent (water companies) may not always align perfectly. Public regulation, while intended to ensure transparency, fairness, and efficiency in procurement processes, may sometimes conflict with the operational objectives of the water companies, such as cost-effectiveness or timely service delivery. Third, Information Asymmetry: Public regulation often aim to mitigate information asymmetry between the principal and the agent by mandating transparency and disclosure requirements. However, agency theory acknowledges that information asymmetry may still exist, leading to challenges in monitoring the performance of water companies and ensuring compliance with regulatory requirements. Fourth, Principal's Control Mechanisms: Agency theory suggests that the principal (government or regulatory authority) may implement control mechanisms to align the interests of the agent (water companies) with its own objectives. This could include regulatory oversight, performance monitoring, and contractual agreements that incentivize compliance with public regulation and promote efficient service delivery. Fifth, Contract Design: Agency theory highlights the importance of contract design in managing the principal-agent relationship. In the context of public regulation, contractual agreements between the government or regulatory authority and water companies can specify performance targets, quality standards, and compliance measures related to service delivery, which influence the behavior and incentives of the agents. Sixty, Risk Sharing and Incentive Alignment: Public regulation may introduce risks and incentives that affect the behavior of water companies. Agency theory provides insights into how risk-sharing mechanisms and incentive structures embedded in procurement contracts can influence the service delivery performance of water companies, promoting efficiency, innovation, and accountability. Finally, Contract Enforcement and Dispute Resolution: Agency theory helps to understand the role of contract enforcement and dispute resolution

mechanisms in addressing conflicts and resolving disputes between the principal and the agent arising from public procurement processes. Effective enforcement mechanisms are essential for ensuring compliance with regulatory requirements and maintaining service delivery standards.

2.2.2 Resource based Theory

Penrose (2009), presented the Theory of Resources (RBT), which is a strategy for managing a company's resources, diversification, and promising futures in an efficient manner. The idea that a firm should be thought of as efficient resources gathered for addressing and addressing ways it could accomplish its aims and Strategic actions were originally put forth in Penrose's article. (Penrose, 2009). The Theory of the Firm's Growth was the forerunner of RBT, which began to take shape in the 1980s. Jay Barney's work was later, in the 1990s played a vital role in the growth of RBT, which finally took the lead as the predominant paradigm for strategic management and planning (Penrose, 2009).

Alvarez, 2017, gave insights into the organization's resource viewpoint. The relevance of corporate resources, as well as their overall influence and impact on service delivery, is heavily emphasized in the Theory. Every organization, according to the theory, is endowed with special resources that allow it to react to the business environment's rapid change and stay competitive in a market that is dynamic. These resources can be material, immaterial, technological, human, physical, and informational resources, and which must be of value, scarce, and non-constitutable, according to Collins, 2021argues against the idea that simply having resources gives a company a competitive edge; instead, resources should be planned, organized, applied, and coordinated in a coordinated way.

Public Procurement and Asset Disposition Regulation (PPADR, 2020) compliance and adherence requires public government entities to be able to direct personnel on how to participate in procurement tasks as specified in the PPADR, 2020, through the use of properly trained staff and capable corporate executives. This hypothesis was tested in order to ascertain if water businesses employ individuals with professional training and skills at the corporate, tender committee, and procurement levels, as well as their level of proficiency and familiarity with PPADR 2020. (PPADAR, 2020).

Resource-based theory (RBT) is relevant to understanding the influence of public regulation on the service delivery of water companies in Murang'a County in several ways: First, Identification of Strategic Resources: RBT emphasizes the importance of firm-specific resources and capabilities in achieving competitive advantage. In the context of water companies, resources such as infrastructure, technology, human capital, and financial assets are essential for delivering quality services. Public regulation may impact the acquisition and utilization of these resources, affecting the service delivery capabilities of water companies. Second, Regulatory Compliance as a Resource Constraint: Public regulation impose constraints on the procurement processes of water companies, including requirements for competitive bidding, transparency, and adherence to procurement procedures. Compliance with these Regulation can be viewed as a resource constraint that influences the availability and allocation of resources for service delivery activities. Third, Resource Heterogeneity and Immobility: RBT highlights the heterogeneity and immobility of resources as determinants of competitive advantage. In Murang'a County, water companies may differ in their resource endowments, such as access to water sources, treatment plants, distribution networks, and skilled workforce. Public regulation may affect the ability of water companies to leverage these resources effectively to improve service delivery outcomes. Fourth, Capabilities for Regulatory Compliance: RBT emphasizes the importance of organizational capabilities in leveraging resources for competitive advantage. Water companies need capabilities for navigating complex regulatory environments, interpreting regulation, and ensuring compliance while optimizing service delivery processes. Building such capabilities is essential for maintaining competitiveness amidst regulatory constraints. Fifth, Influence on Innovation and Adaptation: Public regulation can influence the innovation and adaptation efforts of water companies. RBT suggests that firms with superior resources and capabilities are better positioned to innovate and adapt to changing regulatory requirements. Water companies that invest in technology, process improvement, and organizational learning may be more resilient to regulatory changes and better equipped to deliver quality services. Sixty, Resource Dependence and Inter-organizational Relationships: RBT highlights the importance of inter-organizational relationships in accessing critical resources and capabilities. Water companies in Murang'a County may rely on suppliers, contractors, and partners to fulfill procurement requirements and deliver

services efficiently. Public regulation shape these relationships and affect resource dependencies, supply chain dynamics, and collaboration patterns within the water sector. Finally, Implications for Sustainable Competitive Advantage: RBT suggests that sustained competitive advantage arises from valuable, rare, inimitable, and non-substitutable resources and capabilities. Public regulation may influence the strategic positioning of water companies by affecting the acquisition, deployment, and protection of strategic resources. Understanding the interplay between regulatory constraints and resource-based factors is essential for achieving sustainable competitive advantage in the provision of water services.

2.3. Variable review

2.3.1 Public Procurement Regulation in Kenya

The Public Procurement and Asset Disposal Act 2015 governs public procurement in Kenya. It's An Act of Kenyan Parliament to put Article 227 of the Constitution into effect to provide a process and procedures for ensuring effective and efficient public entities and the disposal of assets by state agencies; and for related purposes. "This law came effective on January 7, 2016, Kenyan state organs and public institutions must adhere to its purchasing, stock management, asset disposition, and contract administration Regulation, with the exception of situations where the Public Private Partnership Act of 2013's provisions already apply, or where procurement and disposal are already covered by the Public Private Partnership Act, 2013. The National Treasury is in charge of Asset disposal and public procurement policy formulation, according to the law (PPADA ACT, 2015).

The Kenyan system of public procurement has developed from a primitive, unregulated system to a strictly controlled, international standards-compliant one. Kenya has been working to modernize and overhaul its public procurement system since the turn of the millennium. The system evolved from one governed by Treasury Circulars in the 1970s, 1980s, and 1990s to one further governed by the Exchequer and Audit (Public Procurement) Regulation since March 2001. The Public Procurement and Disposal Act (hereafter referred to as the PPD Act) was enacted by parliament in 2005 as a consequence of made in the context of the larger Public

Finance Reform. Government agencies and professional associations for public procurement have generally pushed to increase the professionalism of the public procurement workforce (Amayi, 2013). PPRA have lately been concentrating on the professional standing of public procurement in public institutions. The Public Procurement Asset and Disposal Regulation of 2020 have been enacted by water companies in an effort to boost economic growth by encouraging investment and the production of value for money, which is the result of a number of reasons. A majority, the transfer of risk and the output are crucial elements for the drivers who are inexpensive based specifications which ensure that in all stages value is achieved, the duration of contracts, the measurements of performance, and the greater competitiveness and management in the private sector. Additional crucial elements of the rules aim to speed up project delivery, increase market forces incentives, and cost savings, widespread backing for public-private partnerships, and increased cost effectiveness the public sectors calculations (Basheka, 2017).

The Public Procurement and Asset Disposal Regulation of 2020 are designed with the main objective of implementing the Public Procurement and Asset Disposal Act of 2015, which regulates procurement and disposal procedures by procuring agents, are created to ensure justice, openness, and non-discrimination in public procurement institutions (PPADA, 2015& PPADR, 2020). New requirements for public procurement were established by Article 227 of Kenya's 2010 Constitution. This provision of the constitution requires that public procurement be handled and awarded in an ethical, equal, open, competitive, and economical manner. And also required the Kenyan legislature to draft procurement laws which will guarantee preferential contracting and safeguards for special or disadvantaged communities. Additionally, it must pass laws that penalize both underperforming contractors and corrupt individuals, tax fraud, possible breaches of labor laws. The Public Procurement Regulatory Authority regulates public procurement in Kenya (PPRA). The Public Procurement and Disposal Act of 2005 established the Public Procurement Oversight Authority (Constitution, 2010).

The procurement systems in Kenya has not been able to prevent issues like Air supply (the failure to deliver products), unauthorized low-value acquisitions, and inadequate

procurement records, unstructured authorization of expenditure levels, uncontrolled contract variations, overpricing (purchasing at exaggerated costs), unfair and intense competition, the improper use of procurement procedures and others, despite the fact that Such efforts have marked a significant turning point made by the government and governing bodies governing public procurement in Kenya (Amayi, 2013). Hence, the study's goals to evaluate the water companies' degree of compliance with the governmental procurement policies and their influences to service delivery.

Apiyo, (2014) asserts that adhering to the formal requirements demonstrates knowledge of the rules. Leje, M. I., Abdullah, A. H., & Ahmed, Y., 2011, claimed that low compliance levels are caused by a lack of understanding with regulation. They also discovered that familiarity with regulation in the Nigerian setting significantly predicted compliance with regulation. There are many misconceptions about what procurement actually comprises within the executive levels of governments, and even outright ignorance, which exacerbates the problems entailed by its overtly political and corporate components .A genuine risk to good governance is frequently presented by a lack of understanding and skill at this level, even to the point where public procurement is occasionally characterized as transparent but not accountable (Amayi, 2013).

2.3.2 Transparent Tendering on service delivery

One of the key goals of Kenya's public procurement law is transparency, which is a key guiding principle for excellent public procurement. A clear and open procurement procedure boosts efficiency, enhances competitiveness, and decreases the risk of injustice or dishonesty. People can hold public bodies and politicians accountable under a strong transparency policy, which builds a trustful country's organizations. Transparency possibly helps to make the best constrained use of growth expenditures and developments, starting from investing in advance through evaluating the outcomes. Much has been accomplished in terms of improving development assistance, and we commit to continue to do so (Obbiyi, 2019).

The steps that must be taken in the public procurement process are outlined in the Public Procurement Act of 2015 (PPADA) and regulation of 2020 (Regulation of 2020). They are in charge of making sure the objective of open public procurement is

accomplished. Transparency standards are envisioned the availability of review procedures for tender decisions, access to invitations to tenders and any procurement opportunities, tender opening, tender evaluation, and disclosure of the evaluation standards, details on the outcomes of particular procurement transactions, and timely and impartial dispute resolution. Despite the existence of laws to regulate the public procurement process, there have been instances of Lack of openness in the tendering process because of, among other things, the wide-ranging discretionary powers in the procedure leading to the awarding of public tenders. Procuring entities are prone to abusing such authority to the harm of bidders (Wakhungu, 2013)

Improved public procurement transparency can, in the appropriate conditions, better service delivery, increased accountability, and, ultimately reduced squandering of government funds. Meanwhile, while striving to improve transparency through expanded access to information, many aspects must be taken into account. One of the crucial areas in which the researcher will be involved is the monitoring of the procurement process and the data it generates (tenders, bids, minutes from technical committees, the results of bid evaluation, etc.). Observers are physically present during bid review meetings under this technique (Obbiyi, 2019)

2.3.3 Debarment of Suppliers on service delivery

A debarment process is a mechanism that prevents an organization, firm, or individual from participating in public procurement for a specific reason for a set length of time. Debarment extends to directors and partners if the debarred person is a partnership or a company, and the disqualification decision will not release the prohibited individual of its responsibilities pursuant to any agreement made with a procuring entity before the debarment judgment (PPRA, 2016)

A tenderer who is found to have violated the terms of the PPADA Act 2015 could be put on a blacklist and barred from taking part in procurements for at least three years. The Public Procurement Regulatory Board will follow specific procedures to hear and decide debarment proceedings, as set forth in the New Regulation. It's important to point out that a tenderer who is the subject of the proceedings mighty always have the opportunity to deny the accusations, respond, provide direct evidence in support of it (PPADAR, 2020).

When a poorly performing contractor submits a low proposal, an institution's natural reaction possibly to invoke and has the right to "reject any and all tenders" and choose an alternative bidder. However, because by passing a low bidder is frequently challenged in court, buyers should proceed with caution in these cases. The data available to indicate inadequate past performance and its significance for the evaluation of the present tender are closely tied to the capacity to safely circumvent a poorly performing low bidder. While careful record-keeping can aid in these cases, if the court judges that the low bid bypass was inappropriate, it will be subject to costly and protracted litigation, procedural remedies in all rule-of-law countries, and lost profit awards in many Commonwealth jurisdictions. Entities should improve their contract administration record-keeping and undertake inspections of their contractors' post-performance to avoid risky and resource-draining legal entanglements. Poor performers, like litigious and dishonest bidders, should be prevented from submitting another low offer, causing another project to fail, and launching more lawsuit. Our institutions expects and we owe them and taxpayers to put in place robust firewalls to keep these troublesome vendors out (Wakhungu, 2013).

2.3.4 Access to government procurement opportunities on service delivery

The Public Procurement and Asset Disposal Act of 2015, along with Articles 227 and 55 of Kenya's 2010 Constitution on affirmative action and Fair, equitably, openly, and affordably procuring public goods and services, serve as the foundation for the Access to Government Procurement Opportunities (AGPO) program.The AGPO program aims to make it simpler for enterprises run by women, young people, and persons with disabilities to benefit from possibilities provided by the government. The establishment of a statutory mandate that reserves 30% of Government procurement opportunities for businesses belonging to these groups will make this achievable. The program intends to empower them as a result by increasing their financial alternatives with the government (PPADA, 2015).

According to Transparency International (2015), marginalized groups account for less than ten percent of public procurement. Furthermore, according to a report by the Auditor General, only 10% (10%) of Kshs 250 billion tenders reserved for preference and reserved groups have been filled since the launch of the AGPO program (GoK, 2017), casting doubt on the initiative's ability to achieve its goal and contribute to the

timely realization of Vision 2030 and MDGs 2030 (GoK& UN, 2016) . The Director of Public Procurement and PPRA offices of the government review and update the AGPO certificate's benefits on a regular basis for entrepreneurs. According to the procurement plans of all public procuring agencies, AGPO businesses have access to the 30% of all government procurement that is designated for them. Waiver of tender securities, such as bid bonds and performance security, which typically impose a hurdle in terms of up-front costs, unbundling huge procurement contracts in a coordinated manner that maximizes efficiency (GoK, 2017). Along with the advantages mentioned above and the about Ksh 300 billion in government tenders set aside for AGPO companies to win each year, I believe there is a need for more companies to participate in public procurement and get a piece of the action (Mang'eni, 2019).

2.3.5 Contract Monitoring on service delivery

Contract monitoring refers to the business processes that oversee the creation, implementation, and evaluation of contracts in order to maximize corporate performance and reduce risk by ensuring that all contractual obligations are met in a timely and compliant manner. Contract management must be efficient throughout the contract lifetime in order to achieve cost reductions in all segments of the supply chain (Rashid Issa, 2019).

When a contract is badly written, a company can suffer tens of thousands of dollars in losses because of minor problems that they failed to see. If done correctly, effective contract management can strengthen company ties and open the door to greater long-term profitability. Discussions about contract management are best when they consult the legal department or a lawyer. Several stages are included in contract management. There is the initial phase, also referred to as the pre-award phase. All of this work is put into creating a contract for a client, whether they are a business or an individual. Midway through the process, the effort is rewarded. This contains all the paperwork needed to finalize the transaction. The post-award phase is the third step. Here, there is a lot of contract administration and upkeep (Dubey, 2018)

Procurement groups keep an eye on spending and contribute to the efficient operation of the business by making timely, high-quality purchases. Better purchasing strategies,

cost reductions, and risk reduction come from increasing the effectiveness of this strategic role. Contrarily, the procurement and contracting teams usually rely on manual procedures, spreadsheets, and compartmentalized systems, which results in lengthy lead times. Every procurement process must include contract management. Purchasing and procurement can use contract lifecycle management software which will help Organizations to reduce vendor prices, speed up contract execution with new partners, enhance compliance, lessen risk, and manage internal and external relationships effectively (YEGON B. K., 2018),

As a result, effective contract management is critical to a project's success. Ineffective project management will surely reduce its Value for Money and may eventually jeopardize the project's goals. Furthermore, project risks are communicated at the outset of the partnership between the firm and the chosen supplier, and are at the heart of the parties' relationship. In for the purpose of enforcing, defining, and/or modifying the initial risk allocation as unanticipated risks or consequences of those risks arise, make sure the supplier carries the hazards that must be carried and effectively manages the risks, monitors them, and adequately mitigates them, initial risks distribution must be managed throughout the project's life cycle. Firms with a strong contract management strategy in place can significantly reduce risks. Written rules and procedures will make it simpler to assure compliance (Rashid Issa, 2019).

2.3.6 Technology on service delivery

This is a constantly evolving outcome of acquired expertise and use in all scientific and industrial production techniques, skills, methods, and processes. Businesses have been steadily adopting the e-commerce or e-business concept that leverages ICT to facilitate commercial operations since the development of the internet in the 1940s (Apiyo, 2014). E-tendering, e-sourcing, and e-collaboration are a few of the types of e-procurement that are utilized during the procurement process. These three types of e-procurement, along with others like them, help to streamline the public procurement process and bring it to a conclusion more quickly thanks to the electronic government procurement (E-GP) approach (Kathure & Mukulu, 2018). E-Government Procurement (E-GP) is a method that increases accessibility, boosts competition, automates processes to enhance efficiency, and increases openness and accountability,

all of which contribute to an improvement in the performance of public procurement. The plan for electronic government procurement implements the appropriate policies and legal framework to ensure that effective purchasing will take place (Muchiri, Bosire & Kemei, 2015).

Institutions have moved operations from manual to online systems as a result of the growth of digital technology (Oporo, 2014). Because of the dynamic and competitive business environment, the public sector has migrated to the IFMIS system to obtain benefits that private companies have already attained. As a result, E-procurement is now a must for every organization, not just one (Kibet, 2016). In an efficient supply chain management, value customers and other stakeholders can be better realized. It has been noticed that e-procurement requires an information system in order to be efficient. A system of interconnected data is known as an information system components that gather (or retrieve), data processing, storing, and distribution for organizational decision-making and control. In addition to assisting managers and employees with Information, coordination, and both decision-making and control systems can also aid in the analysis of problems, the visualization of complicated subjects, and the creation of new products. It is made up of both hardware and software that assists in the collection, filtering, processing, creation, and distribution of data, which is why it is so important (Wanyoike, 2013) .

In a broader Information and communication technology (ICT) developments have significantly changed how people do business. You can execute transactions, answer to consumer enquiries instantly, and turn prospective customers into paying customers thanks to factors like communication and information exchange speed (Apiyo, 2014) . The procurement process is no exception to these changes, as companies face problems with their procurement processes due to ineffective processes. It also causes human errors to arise during the procedure. The manual procurement procedure is labor- and time-intensive, and it generates a lot of documentation. On the other side, you save a lot of time when you include technology into every stage of your procurement process. The entire process is streamlined and made simpler (Saleem, A., Shabana, T. S. Z., & Batcha, M. S., 2013).

Technology is being used in a variety of industries to automate procurement processes, which is providing significant benefits to organizations' bottom lines by allowing for increased productivity, visibility, and cost effectiveness. At its most fundamental, e-procurement gives organizations more negotiating power while enabling them to increase operational efficiency. One of the primary measures used by benchmarking businesses to assess the maturity of procurement organizations is the usage of technology. Therefore, it's imperative to locate the correct tool and reap the rewards (Nyadimo, 2011).

Despite the fact that there is a sizable body of literature on the use and effectiveness of the procurement policies and Regulation the literature assessment has identified significant research and knowledge gaps. It has not been demonstrated that Uncontrolled contract changes, overpricing (buying at excessive costs), a lack of formal permission of spending levels, an absence of equitable and open competition, improper implementation of purchasing policies, and air supply issues can all be avoided by the adoption of procurement policies (delivery of goods without authorization). According to research studies, regulation and service delivery in connection to procurement practices such as transparent tendering, supplier debarment and contract monitoring have been mainly ignored. Similar to how the Regulation influence service delivery while practicing public procurement as per the Regulation, research studies have not shown how transparency tendering in procurement affects how well regulation are implemented.

The research did not show how public entities use of tendering ensures the delivery of superior products and services is delivered in every procurement process. It is unclear how the evaluation and award of contracts of suppliers is implemented and handle the difficulty of promoting and presenting open tendering as merely an example of transparency and openness. Researchers become curious about these knowledge and research gaps and work to close them since. It is clear that more investigation is required to ascertain how regulation influence service delivery in water companies in Kenya.

2.4. Empirical Literature Review

The empirical perspective is defined by earlier studies that are pertinent to the subject of the study with the aim of making earlier studies conducted by other scholars more logical (Creswel, 2014). Despite the Regulation, act and laws governing public procurement being progressive in nature, several audit reports have shown that organizational misbehaviors and noncompliance with the procurement law still occur which hinder service delivery in many organizations in Kenya. Transparency, competitiveness, accountability, efficiency, legality, and integrity are guiding principles in public procurement that guarantee the "best value for money" is obtained in every purchase cycle and compliance to the Regulation. Ineffective enforcement of laws and Regulation, Inadequate management processes, procedures, and practices, a lack of openness and accountability, a collapse or erosion of principles and Greed, a disregard for professional ethics, violating conventions, and using discretionary authority improperly are a few instances of unethical behavior in public procurement, in accordance with Kenya Public Procurement and Oversight Authority (PPOA)procurement corruption can occur at any level (Basheka, 2017).

People, groups, and businesses in the private sector, such as associations for trading, in a democracy, professional and commercial organizations corporations or entities (commonly called interest groups) are frequently active participants in the public procurement system. Interest groups play a variety of roles in the public procurement system, including lobbying government agencies to create or amend procurement statutes, to affects how they are carried out through influences, and to influence the authorization and appropriations for the budget processes a subsequent compromise between multiple interest groups, lawmakers, and management usually leads to a government program. This democratic setting has a number of examples a powerful combination of decision-makers, officials, and interest groups working together to have their ideas implemented (YEGON, 2018).

According to Klassen,(2015), public procurement has drawn public attention, has been the subject of changes and restructuring have been implemented in response to discussion, laws, and Regulation in both developed and developing countries. As a result, many both developed and least developed nations implemented procurement reforms that involve rules and Regulation. However, (Klassen, 2015) revealed that

insufficient regulatory compliance has been the main barrier. According to Ndumbi, C. W., & Okello, B, (2015), noncompliance is an issue that not only affects third-world nations but also nations in the European Union. Gelderman, (2015), who assert that conformity in public procurement is still a significant issue, provide more support for this position.Since the REGULATION was put into effect in Kenya, compliance has been a problem. Although after establishing systematic procurement planning, the PPOA (2007) According to the survey, there is only a low level of acceptance, implantation and adoption.

Employees in the public sector may never participate in or declare an intention to engage in corruptible activity, according to Basheka, (2017), both are detrimental in terms of the general public's perception of open government you have certain responsibilities as a government employee the potential to gain information and entry to any procurement process and any other sensitive details that could jeopardize a contract offer or the decision procedure's management of administrative data. In his study, McIlwraith, (2021) claims that training of employees raises understanding of public services and procurement procedures. In areas such as record keeping, procurement processes, an agent of records, and administrative law, ethics training and seminars in public regulation are available. Continuous reviews, procurement audits, and performance measurements can all be done to guarantee that integrity is achieved. PPOA in 2009 revealed that the aforementioned business has made mistakes with regard to general

As per a study of Eyaa, S., & Oluka, P. N., (2011)), poor compliance levels stem from an inability to comprehend procurement standards. They found that understanding of regulation is a key indicator of compliance with those restrictions in the Kenyan market. According to a 2017 study by Heneghan, J., & O'Donnell, D., the procurement rules' complicated legislative requirements could have aided in some of the rates of noncompliance. According to Lazarides, (2013), among other things, the clarity or absence of ambiguity of the Regulation affects the need for mandatory compliance. Therefore, spreading legal awareness may enhance compliance. Ndumbi, C. W., & Okello, B, (2015) state that one of the causes of noncompliance levels had a skewed relationship with the intricate statutory requirements of the procurement legislation.

Additionally, Lazarides (2013) adds that mandatory compliance results from, among other things issues such as the laws' clarity or lack of ambiguity. Increasing legal literacy as a result can perhaps increase compliance. Ndumbi, C. W., & Okello, B, (2015) state that one of the things contributing to the public sector's the level of familiarity and understanding with procurement laws being the source of noncompliance with regulation.

In accordance to a study done by Opio, (2016) concerning the effectiveness of the entire supply chain and procurement methods of Kenyan telecommunications companies, All companies in the telecommunications business implemented procurement methods, and the practices significantly influenced supply chain performance, The adoption had as its goal to improve the centralized procurement system, streamline and make the procurement process more effective while lowering costs. Opio (2016) did not consider procurement strategic planning, financial resource management, or strategic planning relationships that was concerned with both the supplier and the customer.

In agreement to a research by Ngunyi (2014) regarding procurement methods and the execution of Kenya's parastatals, parastatals had embraced a variety of procurement procedures and understood the value of procurement techniques as a driver for raising company performance. The study found significant improvements are anticipated if procurement procedures are used successfully. Partnerships between businesses and their clients, protect the environment, inspire and enhance the staff coordination. This study will look at the impact of procurement procedures, specifically supply chain performance rather than overall organizational performance.

A 2014 report by Makabira on how Kenyan corporate organizations perform in relation to their procurement practices: According to a Kenya National Police Service case study, adoption of procurement procedures, including procurement planning, procurement control, and procurement monitoring, has improved their performance. In addition to concentrating on the administration of financial resources, joint ventures with clients engaged in procurement, and inventory control supply chain line that the planning, training, monitoring as well as control spans, this study's methodology and descriptive studyalso focused on procurement planning.

In accordance to a study by (Rotich, 2014)on the Nairobi, Kenya supermarkets' dynamic procurement practices and supply chain performance, indicated to a large extent that by using these techniques, supermarkets achieved lower inventory levels and stock-out rates, efficient customer response, and an overall improvement in customer service. This study examined how public colleges, which are supported by tax dollars and subject to the public procurement rules, handle their purchasing.

Conforming to a study by Namusonge, (2013) financial resources have an impact on procurement initial stage of planning in Kenyan procuring entities, as demonstrated by a study of the Kenya Airports Authority. The company monetary budgets for the fiscal year existed, but these budgets fell short of the organization's needs, which had an impact on the plans and procedure for procurement. This study examined all aspects of the procurement process, including planning, financial resources, inventory control, strategic alliances with supply chain clients, and supply chain performance.

A study by Jackeline Akoth whose study’s particular goals were to determine how employee competence and procurement planning affected the operation of public sugar producing enterprises in western Kenya. The study's findings showed that staff capacityhad a significant and positive impact on sugar production procurement performance enterprises in Western Kenya investigated, whereas procurement planning had a positive but small impact on that performance. The report suggests that in order to improve their operational efficiency, all sugar production companies in Kenya should use effective procurement procedures. The report specifically suggests that businesses should improve their planning, ensure that procurement strategies are followed, recruit competent employees in the procurement department, and provide staff training opportunities.

2.5 Conceptual Framework

After the theoretical review and literature review, the conceptual framework was created by the researcher. Reviews helped to identify the study variables into independent variables and the independent variable. Figure 2.1: Adapted Conceptual model of the influences on public procurement from (Basu, Mr Suman S, , 2020) .The framework was created in the context of researching the roles of public regulation on compliance (Nyakundi, A. K., & Muturi, W., 2017) and serves as a helpful plan of

action in investigating the extent that any part of public procurement policy is executed in practice is influenced by a number of different factors.

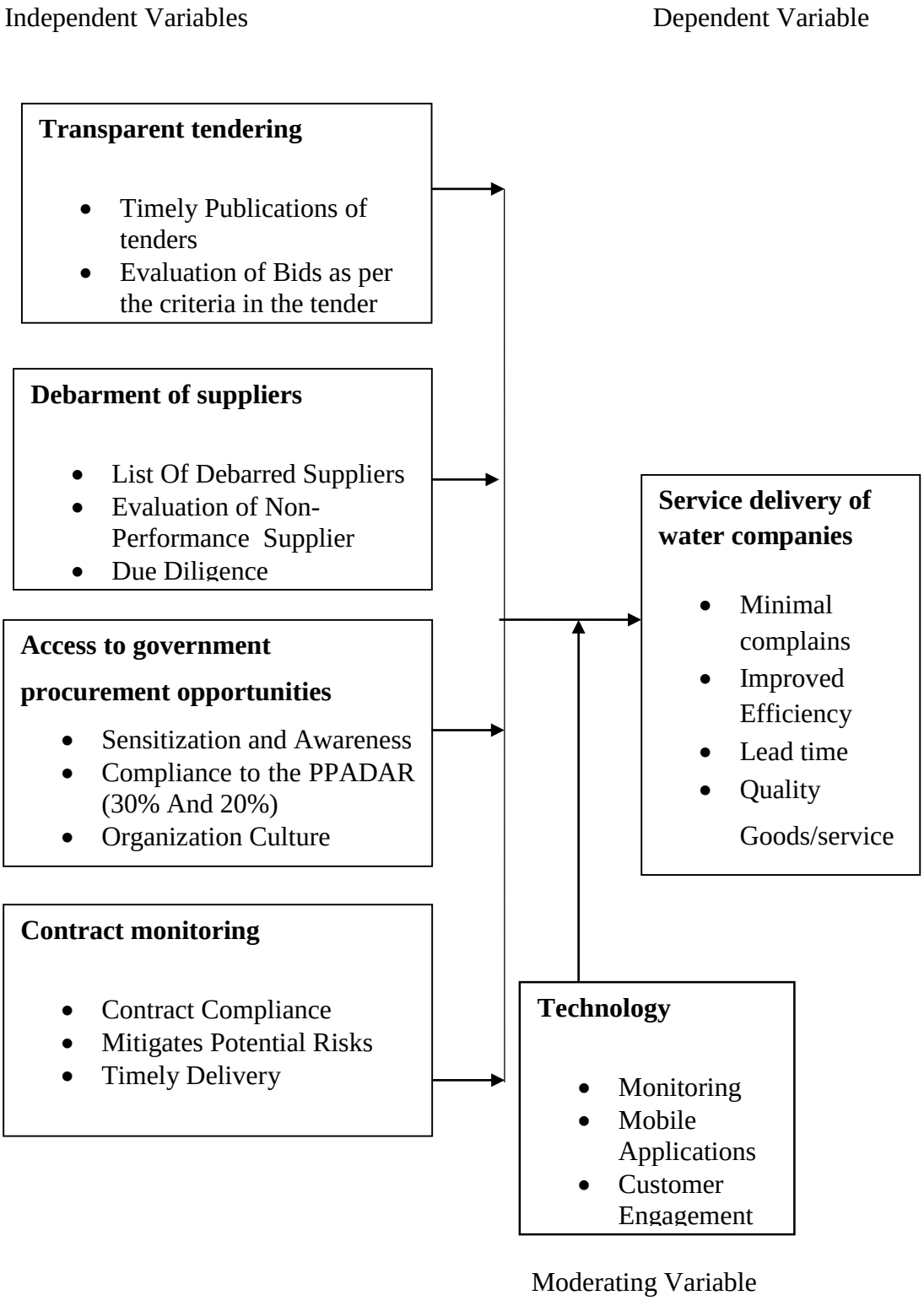


Figure 2. 1 Conceptual framework

2. 5.1 Transparent tendering

Transparent tendering processes play a critical role in shaping the service delivery of water companies in Murang'a County in the following ways: First, Enhanced Accountability: Transparent tendering processes promote accountability and integrity in the procurement of goods, services, and infrastructure by water companies. When procurement activities are conducted openly and transparently, stakeholders can hold the companies accountable for their decisions and ensure that resources are allocated efficiently and effectively to improve service delivery. Second, Reduced Corruption and Fraud: Transparent tendering helps to mitigate the risks of corruption and fraud in procurement activities. By disclosing information about procurement opportunities, evaluation criteria, and contract awards, water companies can deter unethical behavior and ensure fair competition among bidders. This fosters trust and confidence among stakeholders and minimizes the likelihood of mismanagement or malpractice. Third, Fair Competition: Transparent tendering processes promote fair competition among potential suppliers and contractors vying for business opportunities with water companies. When procurement requirements are clearly defined, and selection criteria are impartially applied, all qualified vendors have an equal chance to participate in the bidding process. This encourages innovation, drives down costs, and improves the quality of goods and services procured by water companies. Fourth, Optimized Resource Allocation: Transparent tendering enables water companies to make informed decisions about resource allocation based on objective criteria and performance indicators. By soliciting competitive bids and evaluating proposals transparently, companies can identify suppliers offering the best value for money and select contractors with the requisite expertise and track record to deliver high-quality services and infrastructure projects. Fifth, Stakeholder Confidence and Trust: Transparent tendering processes build stakeholder confidence and trust in the governance and management of water companies. When procurement activities are conducted openly and in accordance with established rules and Regulation, stakeholders, including customers, regulators, investors, and the general public, have greater confidence in the integrity and reliability of the companies' operations. This positive perception enhances the companies' reputation and facilitates collaboration with external partners and stakeholders to improve service delivery outcomes. Finally Efficient Project Delivery: Transparent tendering contributes to the efficient delivery

of projects and services by water companies. By providing clear guidelines and timelines for procurement activities, companies can streamline the procurement process, reduce administrative delays, and expedite the implementation of projects. This ensures that critical infrastructure and services are delivered in a timely manner to meet the needs of the community and enhance overall service delivery effectiveness.

2. 5.2 Debarment of suppliers

Debarment of suppliers, which involves the exclusion of certain suppliers or contractors from participating in procurement processes, can have significant effects on the service delivery of water companies in Murang'a County: Debarment serves as a deterrent against unethical behavior and non-compliance with regulation by suppliers and contractors. By enforcing consequences for misconduct or non-performance, water companies demonstrate their commitment to maintaining the integrity and fairness of procurement processes. This can enhance transparency, accountability, and public trust in the company's procurement practices, ultimately contributing to improved service delivery outcomes. It is also believed that Debarment of suppliers helps mitigate risks associated with engaging unreliable or unscrupulous suppliers. By screening out suppliers with a history of poor performance, fraud, or corruption, water companies can minimize the likelihood of project delays, cost overruns, and quality issues that could compromise service delivery. Debarment policies also signal to suppliers the importance of adhering to ethical standards and contractual obligations when doing business with the company. However debarment may disrupt existing supply chains and relationships with suppliers, leading to delays or interruptions in the delivery of critical goods and services. If a debarred supplier was a key provider of essential materials or equipment, water companies may struggle to find alternative sources, resulting in shortages or bottlenecks that impact service delivery.

2. 5.3 Access to government procurement opportunities

Access to government procurement opportunities can have significant effects on the service delivery of water companies in Murang'a County. Access to government procurement opportunities provides water companies with access to a steady stream

of business opportunities, including contracts for infrastructure development, maintenance, and service provision. These opportunities can contribute to the financial stability and growth of water companies, enabling them to invest in improving service delivery infrastructure, technology, and human resources. Also Participation in government procurement processes can help build the capacity and capabilities of AGPO companies. By competing for and executing government contracts, AGPO companies gain valuable experience in project management, contract administration, and compliance with regulatory requirements. This capacity-building enhances the AGPO companies' ability to deliver goods and services efficiently and effectively, ultimately benefiting customers and communities thus improved service delivery by Murang'a County. Further, Government procurement opportunities often come with stringent quality standards and performance requirements. To qualify for and maintain eligibility for these opportunities, AGPO companies must adhere to high standards of service delivery, including meeting regulatory requirements, achieving Murang'a county satisfaction targets, and ensuring the reliability and safety of water supply systems. This focus on quality improvement enhances service delivery outcomes and enhances the overall quality of life for residents.

2. 5.4 Contract monitoring

Contract monitoring is crucial for ensuring the effective delivery of water services by Murang'a County. By closely monitoring contracts performance, Murang'a County can ensure that the goods and services delivered meet predefined standards and specifications. This includes aspects such as quality, quantity, reliability, and timeliness of goods and service provision, ultimately leading to improved County service delivery outcomes. Also Contract monitoring ensures that suppliers adhere to regulatory requirements and contractual obligations. Murang'a County can verify compliance with legal and regulatory frameworks governing water service provision, including environmental standards, public health Regulation, and customer service benchmarks. This helps to safeguard public health, protect the environment, and uphold the rights of consumers, contributing to overall service delivery effectiveness. Further contract monitoring enables oversight of financial resources allocated to water service provision. Authorities can track expenditure, verify the accuracy of billing and invoicing, and ensure the proper allocation of funds for service delivery activities.

Effective financial monitoring helps prevent fraud, mismanagement, and inefficiency, ensuring that financial resources are utilized transparently and efficiently to support service delivery objectives. Contract monitoring allows for the identification and mitigation of risks that may impact on goods and service delivery. By proactively monitoring contract performance, the county can identify potential issues or challenges, such as delays, cost overruns, or resource shortages, and take corrective action to address them promptly. This proactive approach minimizes disruptions to service provision and enhances the resilience of water supply systems in Murang'a County. Contract monitoring provides valuable feedback for suppliers' performance improvement and capacity building. By analyzing performance data and identifying areas for improvement, the county can work collaboratively with suppliers to implement corrective measures, optimize goods and service delivery processes, and enhance operational efficiency. Continuous performance monitoring fosters a culture of accountability and continuous improvement, leading to better service delivery outcomes over time. Contract monitoring promotes transparency and accountability in the management of water service contracts. By publicly reporting on contract performance, authorities demonstrate their commitment to accountability and engage stakeholders in the oversight process. Transparent contract monitoring practices build trust and confidence among stakeholders, including customers, regulators, investors, and the public, strengthening governance and promoting effective service delivery in Murang'a County.

2. 5.5 Technology

Technology plays a pivotal role in improving service delivery of water companies in Murang'a. Mobile applications enable customers to report water-related issues, such as leaks or service interruptions, directly to water companies. This facilitates quicker response times and enhances customer satisfaction by providing a convenient channel for communication and feedback. Technology enables water companies to engage with customers more effectively through online portals, social media platforms, and automated communication channels. By providing timely information on water conservation tips, service updates, and billing inquiries, companies can enhance customer satisfaction and promote responsible water usage. Advanced water treatment technologies, such as membrane filtration and ultraviolet disinfection, enhance the

quality and safety of drinking water. By investing in modern treatment facilities, water companies can ensure compliance with regulatory standards and protect public health, fostering trust and confidence among customers. Advanced supply chain technologies, such as inventory management software and RFID (Radio Frequency Identification) tags, enable water companies to track and manage their inventory levels accurately. This ensures that essential materials and spare parts are readily available when needed, minimizing stockouts and disruptions to service delivery. Demand Forecasting: Supply chain technology allows water companies to analyze historical data, customer usage patterns, and environmental factors to forecast demand accurately. By predicting future demand, companies can optimize production schedules, distribution routes, and inventory levels, ensuring that water supply meets customer needs efficiently and effectively. Supplier Management: Supply chain technology facilitates effective supplier management by providing visibility into supplier performance, lead times, and quality metrics. By monitoring supplier performance and enforcing contractual agreements, water companies can ensure that suppliers meet quality standards and delivery deadlines, reducing the risk of supply chain disruptions and ensuring reliable service delivery. Real-time Tracking: IoT (Internet of Things) sensors and GPS tracking technology enable real-time tracking and monitoring of water supply vehicles and equipment. This provides visibility into the location and status of assets, allowing companies to proactively address issues such as vehicle breakdowns or delays, ensuring timely and reliable service delivery to customers. Supply chain technology supports sustainability initiatives by enabling companies to track and reduce their environmental footprint. By optimizing transportation routes, reducing packaging waste, and implementing energy-efficient practices, companies can minimize their environmental impact while delivering sustainable water services to communities in Murang'a County.

2.6 Research Gaps

Despite the vast volume of literature that exists on the use and effectiveness of the procurement process, assessment has identified significant gaps in study and information research has not revealed what and how the implementation Uncontained agreement changes, overcharging (purchasing at exorbitant rates), a lack of a structured authorization of expenditure levels, a lack of fair and transparent

competition, an unsuitable application of procurement techniques unregulated low-value purchases, inadequate purchasing records and documentation, and other issues have been prevented by procurement policies (Basheka, 2017).

According to the a literature review and studies on organizational procurement practices have been conducted; for example, Kenya Public Procurement and Oversight Authority (2007) undertook a study to assess the effect of public procurement practices, and the study revealed procurement planning and performance have a favorable but negligible correlation, whereas procurement Law enforcement and Staff competency made a big and beneficial impact relationship with procurement performance. However, a study of the literature suggests that most research on procurement law and performance neglect to examine the practices that cover the full procurement process, from planning to contract administration, and ensure that service delivery is improved. This is significant since procurement is a process that involves a variety of individuals and processes throughout the supply chain (Dubey, 2018).

According to research studies, the performance of procurement legislation in connection to procurement planning has mainly been ignored. The research papers also do not show how procurement planning affects the attitudes of procurement officers or how such planning affects how well procurement procedures are implemented. The ideal tendering process to improve how effectively procurement requirements are followed has not been particularly established by research studies. The studies did not show how institutions' use of open tendering ensures the delivery of high- superior products and services. It's unclear how the tenderers plan to handle the difficulty of canvassing and presenting open tendering as merely an example of transparency and fairness (Basheka, 2017).

The research studies that have been reviewed have not shown how the influence of the public procurement Regulations have been able to handle various difficulties in service delivery , such as lack of acceptance, absence of strategy, non-existence of procurement methods, absence of Lack of skill, lack of information, cost issue, price issue, lack of trust and the problem of innovation, which are some of the major causes of tender process failure in national government as well us in water companies in Kenya. (Manasse, 2021). Similar to this, the evaluated literature did not thoroughly

address the requirements for the reservation of procurement opportunities, transparency tendering, and debarment of suppliers and how contact monitoring fail in project implementation process. These gaps in research and understanding pique the interest of the researcher, who seeks to study and fill theme search Gaps

2.7 Summary

This chapter discussed the theories that underpin the study which include the study adopted two theories; Agency theory and Resource based Theory. The chapter went on to examine the relevant literature that supported the study's objectives and conceptual framework. It is clear from the literature analysis that research on procurement practices and their advantages for the organization have been conducted. In contrast to private sector procurement, which measures organizational effectiveness in terms of services provided to the public rather than profits produced, public sector procurement may not cross all sectors. Therefore, it is obvious and evident that further research is required. Determine how procurement procedures and regulations affect companies' performance and service delivery.

A variety of potential elements that have an impact on the performance of organizations are identified in the literature analysis and discussion that was done above, which is mostly focused on procurement practices. However, it is clear from our analysis that the present literature on the adoption and uptake of implementation on procurement procedures has a number of critical limitations. Particularly, the following significant gaps have been found. The definitions and conceptualizations of procurement practices used in the operations of public organizations have a tendency to be fairly restricted in recent studies. Numerous studies have identified procurement-related variables that could influence an organization's performance, but they rarely include empirical testing. Furthermore, these studies do not offer comprehensive and cohesive taxonomies of the issues with conventional procurement regulation impact on service delivery, their possible advantages, or their inhibitors and facilitators. With this context, this study explores how procurement regulations effect on companies service delivery. Although the parameters found in earlier research are expressly built upon in this study, it is envisioned that it will provide a significantly deeper and richer data set from which to make conclusions.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter discusses the methodology employed for this study, includes the research design, target population, sampling technique, and sample size in addition to the data collection tools, data collection process, data pre-testing, data processing, and analysis. This chapter is essential for ensuring the validity, reliability, transparency, and ethical conduct of research studies. It provides a systematic framework for conducting research, aligning methods with objectives, addressing ethical considerations, enhancing data quality, and guiding researchers throughout the research process.

3.2 Research Design

This study employed a descriptive research design. Descriptive research design involves using a range of qualitative and quantitative research methods to collect data that aids in accurately describing a research problem. Research design is plan or a blueprint particularly instituted to answer the research question and to manage variations (Kothari, 2018). Descriptive research on the other hand permits the researcher to systematically and precisely and depicts a phenomenon circumstance or population (Kothari, 2018). The descriptive research explicates the attributes of situation, the group or phenomenon under investigation without variable manipulation or testing and employs both quantitative and qualitative methods in data gathering. The design enabled the researcher to provide descriptive statistics that was helpful it is clear that more research is needed between variables (Maina, 2012). In terms of regulation and service delivery, the research design addressed the and how questions of the study? The purpose of descriptive design, according to. Kombo, 2015 is to provide the study with a profile or description of relevant features of the phenomenon of the interest of the standpoint of an individual, an organization, an industry, or another. Furthermore, the design is the most appropriate for determining and describing the features of variables in this research study, and it permits the use of interviews and questionnaires designs that are descriptive are frequently less expensive and can be completed more quickly, (Mugenda, 2013).

3.3 Scope of the Study

This research was conducted in Murang'a County where the five water service providers in Murang'a County were the study's target population. Murang`a County is one of the five counties in Central region of the Republic of Kenya. It is bordered to the North by Nyeri, to the South by Kiambu, to the West by Nyandarua and to the East by Kirinyaga, Embu and Machakos counties. It lies between latitudes 0o 34` South and 107` South and Longitudes 36o East and 37o 27` East. The county occupies a total area of 2,558.8Km2, (Murang'a Municipality, 2019). The selection of the county ensured that there was a sizable enough population in the study to accurately reflect the state of the county's water service providers. Water companies in Murang'a County are characterized by enhanced economic growth brought on by resource mobilization and funds from county and national government. Studying regulation in Murang'a County contributes to the broader understanding of the impact on water company service delivery in Kenya because it serves as a microcosm of the challenges and opportunities facing water management authorities nationwide. By examining the procurement practices, policies, and their implementation in Murang'a County, researchers can uncover insights into common trends, systemic issues, and best practices applicable to water service delivery across Kenya. Additionally, Murang'a County's unique socio-economic, geographic, and political context offers valuable lessons that can inform policy-making, regulatory reforms, and capacity-building efforts aimed at improving water service delivery at both local and national levels. Thus, insights gained from studying regulation in Murang'a County have the potential to catalyze positive change and contribute to the advancement of sustainable water management practices throughout Kenya.



Figure 3. 1 Map Murang'a County

3.4 Target Population of the study

The target demographic is the group of people seeking information (Mugenda, 2003). According to Ngechu, 2017A population is a clearly defined group of the individuals, organizations, activities, and circumstances that are the subject of the study, such as households. The five water firms in Murang'a County were the study's target population. As illustrated in Table 3.1, the target population consisted of customers and 240 employees of procurement department and Heads of user departments and Tender committee (employees appointed to *adhoc* procurement committees. The procurement department employees are directly involved in the procurement processes and guides user departments while the user departments are affected by regulation, thus making them the most relevant group for this study. Each selected public water provider will react to the unit of analysis. Potential limitations or challenges related to targeting regulation in Murang'a County for studying its impact on water company service delivery in Kenya include; Murang'a County's unique

socio-economic, political, and environmental context may introduce specific factors that influence procurement practices and service delivery outcomes, which may not be fully applicable or transferable to other regions with different contextual characteristics, Political or stakeholder interests within Murang'a County may influence procurement decisions and practices, potentially introducing biases or limitations in the study's findings. It's essential to account for these dynamics to ensure the objectivity and integrity of the research outcomes. Addressing these limitations required careful consideration of research design, data collection methods, analytical approaches, and interpretation strategies.

Table 3.1 Target Population of the study

Public Water Companies	Targeted Population
Murang'a Water and Sanitation Company Limited	100
Murang'a South and Sanitation Company Limited	50
Gatanga Community Water Scheme	30
Gatamathi Water and Sanitation Company limited	30
Kahuti Water and Sanitation Company Limited	30
Total	240

3.5 Sampling procedure

A sampling method is a process employed to get a smaller sample from a large population which has certain attributes (Kothari, 2018). Specifically, it is a way of choosing a number of objects/individuals from a targeted population such that the chosen group possesses elements representative of attributes found in the whole group. Due to the use of purposeful sampling, the study concentrated on the procurement department, heads of user departments, and Tender committees. They were chosen because they oversee and participate in the entire procurement process in developing and putting in place procurement practices that have improved the institutions' service

delivery, and thus offered the necessary data for this study. The sample for this study was chosen using a stratified random sampling procedure. Also purposive sampling is suitable method for this study as it allowed the researcher to target participants who possess relevant expertise, representation, accessibility, efficiency, ensuring that the study's objectives were met and the characteristics of the target population were adequately represented and explored. Three sub-groups in the target population were identified, and their responses were crucial in attaining the study's goals (Sekaran, 2015).

3.6 Sample size

According to Rahi (2017), determining the sample size usually hinges on: the desired level of confidence in the data by the researcher; the acceptable margin for error; the specific analyses the researcher intends to perform and the size of the population from which the sample is drawn. The sample size should cautiously be established so to make it sufficient to draw generalized and valid conclusions. A sample is a subset of the population selected by a researcher for data collection purposes. Utilizing the biggest sample size is a basic rule of thumb. Due to their lower demographic representation, smaller samples yield less reliable results, whereas larger samples are more representative of the community as a whole (Israel, 1992). The sample size was computed using the Yamane formulae at 95% confidence level and a P value of 0.5 as shown below;

$$n = \frac{N}{1 + N(e2)}$$, Where n = Sample size, N =Population size

$$n = \frac{240}{1 + 240(0.5^2)}$$

$= 240/1.6$

Sample size = 150

Distribution of the sample size of 150 respondents among the groups were procurement department 21 respondents, heads of user departments 53, and Tender committees 76 as shown in table 3.2.

Table 3.2 Sample size

Public water Companies	Targeted population	procurement department	Head of user departments	Tender committees	Sample size
Murang'a Water and Sanitation Company Limited	100	10	20	20	50
Murang'a South Sanitation Company Limited	50	5	15	20	40
Gatanga Community Water Scheme	30	2	10	8	20
Gatamathi Water and Sanitation Company Limited	30	2	5	13	20
Kahuti Water and Sanitation Company Limited	30	2	3	15	20
TOTAL	240	21	53	76	150

3.7 Data Collection Method

Primary data was employed in this investigation. Questionnaires were used by the researcher to collect primary data, which is data directly as reported by respondents (Tromp, 2016). A semi-structured questionnaire was be used to obtain primary data. Respondents were able to offer information that they felt and believed was important to this study by answering open-ended questions. Closed-ended questions were used to speed up respondents' completion of the questionnaire and standardize responses.

The researcher took caution and direction to make sure that all questionnaires sent to respondents were received, leaving sufficient time for respondents to respond. Using questionnaires for primary data collection is a suitable method for gathering information about the impact of regulation on service delivery due to its standardized data collection, wide reach, anonymity, cost-effectiveness, quantitative analysis capabilities, flexibility, and efficiency. Before administering the questionnaires to the target population, pilot testing was conducted with a small sample of respondents who were subsequently did not form the final data collection respondents. This helped to identify any ambiguities, errors, or problems with the questionnaire design, wording, or formatting. Adjustments are made based on feedback from pilot testing to improve the clarity, comprehensibility, and relevance of the questionnaire. Questionnaires allow researchers to collect data from a large number of respondents efficiently, Questionnaires provide a standardized approach to data collection, ensuring consistency in the types of information gathered from respondents. Standardization facilitates comparisons across different respondents and enhances the reliability of the findings. Respondents may feel more comfortable providing honest and candid responses to sensitive questions about regulation and service delivery through anonymous questionnaires. Questionnaires can be distributed to a diverse range of stakeholders involved in procurement processes and service delivery, including policymakers, water company staff, suppliers, and customers. However, there are also potential limitations associated with using questionnaires including that respondents may provide biased or inaccurate responses due to factors such as social desirability bias, recall bias, or respondent fatigue, questionnaires may not allow for in-depth exploration of complex issues or nuanced perspectives related to regulation and service delivery, interpreting questionnaire responses requires careful consideration of the context, wording, and framing of the questions and that Questionnaires may lack the flexibility to adapt to unexpected insights or emerging themes during data collection. Researchers may miss out on valuable information if the questionnaire does not allow for open-ended responses or follow-up inquiries. Despite these limitations, questionnaires remain a valuable tool for collecting data on regulation and service delivery, providing a researcher with quantitative insights into the impact of Regulation on various stakeholders and aspects of service delivery.

3.7.1 Reliability of the research instruments.

As stated by Ngechu, 2017 refers measurement consistency, which is typically examined using the split-half test reliability method. When a measure contains many similar items, when a wide range of subjects are evaluated and consistent testing procedures are utilized, the measure's reliability increases. The researcher picked a pilot group of five to six people from the whole target population to test the study instrument's dependability. The study's target population was Murang'a County water companies employees and their customers. One advantage of conducting the pilot study was that it provided guidance and cautions about potential failures in the main research endeavor. The goal was to correct instrument discrepancies, ensuring accurate measurement of what is desired. Overall reliability analysis was performed on the survey instruments. A value of 0.70 or higher indicated that the data was quite reliable.

3.7.2 Pilot Study

Ngechu (2017) emphasizes measurement consistency and recommends split-half test dependability. Testing a broad sample using identical methods on measures with similar items improves dependability. This study chose a pilot group of six people from Murang'a County water company staff and customers. The pilot study helped the larger research project detect and fix instrument inconsistencies. For the category of transparent tendering, which consists of 8 items, the Cronbach's Alpha coefficient is 0.88. This means that there is a high degree of internal consistency, suggesting that the items within the transparent tendering scale are reliable measures and collectively assess the same underlying construct. Similarly, the debarment of suppliers' category, also consisting of 8 items, is very dependable internally, with a Cronbach's Alpha coefficient of 0.943. This implies that the components within this scale are reliable measures of debarment practices and guidelines. The AGPO category, containing of 8 items, presents a Cronbach's Alpha coefficient of 0.892, indicating a high level of dependable internally. This implies that the items within the AGPO scale reliably capture the impact and effectiveness of the access to government procurement opportunities. For service delivery, which includes 9 items, the Cronbach's Alpha coefficient is 0.91, demonstrating a high level of internal consistency. This indicates that the things that matters within the service delivery scale consistently assess the

quality and satisfaction of service provision. The technology category, comprising of 10 items, exhibits a Cronbach's Alpha coefficient of 0.904, shows a high level of internal consistency. This suggests that the items within the technology scale are reliable measures of the use and impact of technology in procurement processes. Lastly, the contract monitoring category, which includes 8 items, displays a Cronbach's Alpha coefficient of 0.883, indicating a high level of internal consistency. This suggests that the items within the contract monitoring scale reliably assess the effectiveness and benefits of contract monitoring practices.

Table 3.3 Reliability Test for Research Instruments

	N	No. of items	Cronbach's Alpha
Transparent tendering	5	8	0.88
Debarment of suppliers	5	8	0.943
AGPO	5	8	0.892
Service delivery	5	9	0.91
Technology	5	10	0.904
Contract monitoring	5	8	0.883

3.7.3 Validity of Research Instruments

Validity According to Mugenda and Mugenda (2013), is the extent to which data analysis results accurately reflect the phenomenon under investigation. According to Bleidorn, W., & Hopwood, C. J., (2019) the degree to which the sample of test items represents the content being evaluated is referred to as validity. The study used content validity as a measure of how well data collected with a certain instrument represents a specific domain or content of a specific idea. Magenta and Magenda (2013) argue that using a professional or expert in a given sector to examine the accepted practice to ensure a measure's content validity. The researcher made sure each question had criterion or face validity by comparing it to the study's objectives and the head of procurement department responses. The pilot study also showed that the questionnaire measured what was desired and had the right kinds of questions. The pilot study also demonstrated that informants were discouraged when asked structured questions about

the dependent variable. According to the outcomes of the pilot test, the questionnaire was modified to remove any remaining ambiguities or poor wording.

3.8 Analysis of Data and presentation

According to Miller, (2015) the following statistical data analysis tools are essential for researchers to be familiar with in order to analyze acquired data: descriptive, inferential, and test statistics. To ensure consistency, completed questionnaires were reviewed for completeness. The data was then be coded, allowing the responses to be classified. SPSS provides data analysis for descriptive and bivariate statistics, numeral outcome predictions and predictions for identifying groups. The software also provides data transformation, graphing and direct marketing features. The software interface displays open data similarly to a spreadsheet in its main view. In SPSS, quantitative data was analyzed using descriptive statistics and reported as percentages, means, standard deviations, and frequencies. The information was presented in tables. This was accomplished by tallying responses, computing percentages of response variations, and describing and interpreting the data using the statistical package for social sciences (SPSS, V.21.0) to determine the impact of public regulation on Murang'a County Government service delivery. Correlation analysis results for regulation variables (independent) and service delivery in Murang'a County was carried out show the degree and direction of the relationship between the variables. Regression analysis assisted in helping to assess the effect of public regulation on service delivery of Murang’a County. The regression analysis model formula was as follows;

$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 +$
ε…………………………………………….…….(i)

Whereby:

$Y =$ Service delivery

$\boldsymbol{\beta_0} =$ Constant of the model

$\beta_1, \beta_2, \beta_3, \beta_{4,} \beta_5$ =Coefficients for the determinants

$X_1 =$ Transparent Tendering

$X_2 =$ Debarment of suppliers

X_3 = Access to Government Procurement to Opportunities

X_4 = Contract Monitoring

ε = Error term

To find out the moderating effect of technology influence on the relationship between regulation and service, Whisman and McClelland (2005) indicated that when the moderator is modeled as an explanatory variable in the first step, it should exert an insignificant effect and when interacted with the independent variable(s) in the second step, the joint effect should be significant for it to have a significant moderation effect. Step 1: researcher will regress on regulation (independent variables) on service delivery level and take note of the R^2 value at 5% level of significance. Step 2: the researcher will then introduce the technology (moderating variable) and take note of the new R^2 value at 5% level of significance for the interactive term for Government branding strategies (independent variables) and for the moderating variable at 5% level of confidence. The second model was;

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \beta_5 X_5 + \varepsilon \quad \text{(ii)}$$

Whereby:

Y = Service delivery

$\boldsymbol{\beta_0}$ = Constant of the model

$\beta_1, \beta_2, \beta_3, \beta_4, \beta_5$ =Coefficients for the determinants

X_1 = Transparent Tendering

X_2 = Debarment of suppliers

X_3 = Access to Government Procurement to Opportunities

X_4 = Contract Monitoring

X_5 = Technology

ε = Error term

3.9 Diagnostic tests

As Smith and Johnson (2018) point out, the research problem wouldn't exist without the assumptions that underpinned it. The research looked into three basic assumptions that underpin the usefulness of linear regression models for inference and prediction.

Multicollinearity and assumption of normality are among these. A regression model may produce predictions, confidence ranges, and scientific understanding that can be inefficient or, at worst, substantially prejudiced or inaccurate if any of these assumptions are broken. Therefore, it is crucial for accurate and trustworthy regression analysis to conform to these assumptions (Jones, 2016). The study used Shapiro-Wilk to Test for Normality.

3.10 Ethical Consideration

Ethical Considerations, according to Bell, E., Harley, B., & Bryman, A., 2015, is one of the most significant aspects of the research. To be able to effectively address ethical considerations, the researcher extended discussions of the importance of respondents' voluntary participation in the research which cannot be overstated. Participants were also able to opt out of the study at any time if they so desire. Participants were provided informed agreement to take part. According to the principle of informed consent, the researcher provided participants sufficient notice and guarantees regarding their involvement so they fully comprehend the potential consequences and made informed decisions .Without any pressure or coercion, participants made rightful and informed decision and freely give decision about whether or not to participate. The use of derogatory, prejudiced, or other improper language was avoided during the creation of the questionnaire.

3.11 Summary

This chapter described the methodology of the research, including how the participants were chosen, how the data was collected, and how the data was analyzed. It is crucial because it explains the methodical strategy used to answer the research questions and the hypotheses. The aim of this study was to understand the participant’s perceptions on the influence of Regulations on service delivery, their reality, thereby illustrating one way in which the concepts under investigation were constructed. .The next Chapter details the analysis process and describes the findings of the research

CHAPTER FOUR

RESULTS AND DISCUSSION

4.1 Introduction

The results and accompanying discussions are covered in this chapter. To demonstrate the magnitude of the influence of public regulation on service delivery of water companies in Murang'a county, this report details the response rate, results from a pilot study, diagnostic tests, demographic data, and descriptive statistics for each variable studied. The study's models and multiple regression analyses are also displayed.

4.2 Response Rate

The research aimed to survey 150 respondents, and a pilot study was conducted beforehand to be able to assure the trustworthiness of the questionnaire. Out of the 150 questionnaires delivered by the researcher, 91 were correctly filled, completed and returned, resulting in a 60% response rate, which was regarded as excellent. The high response rate was attributed to the researcher's personal visits, which served as reminders to the respondents and allowed them ample time to complete and return the surveys. The response rate was deemed suitable for reporting as well as analysis, in line with the recommendations of Mugenda & Mugenda (2013). However, there was a 40% non-response rate, which was attributed to some respondents being away on official business and others declining to respond for unknown reasons, as indicated in the table provided.

Table 4.1 Response Rate

Response rate	Frequency	Percent
Response	91	60
No response	59	40
Total	150	100

4.3 Descriptive Statistics

4.3.1 Transparency tendering

The study aimed at finding out the transparency of the tendering process .The respondents strongly agreed that Information on public procurement is easily accessible for all interested parties with a mean of 3.19 and S.D of .682 Information on public procurement is presented in a user-friendly and easily comprehensible manner for all interested parties to understand the procurement processes with a mean of 4.0 and S.D of .84, Information on public procurement is Published free of cost (M=4.10,S.D =0.70), on Information on public procurement statistics, records and documents that cover the entire budget execution cycle, including the procurement process are published for interested parties respondents agreed with a mean of 4.21, policy makers and external stakeholders are allowed to monitor results, outcomes and performance of the procurement processes (M=4.66,SD=0.47), Tenders are advertised/published/ uploaded on time (M=3.14,SD=.130), Evaluation of bids in your company carried out as per the criteria in the tender document (M=4.37,SD=0.725), Selection and contract award is done as per the PPADA Act 2015 (M=3.31,SD=1.36). These findings are consistent with those of Bauhr, M., &Carlitz, R. (2021), who contend that increased transparency reduces the risk of increased unethical practices and financial misuse while also increasing the likelihood that service quality will be improved. Transparency has also made it possible for citizens and governments to interact in a mutually responsive manner. Transparency tendering promotes trust in government and reduces corruption by allowing citizens and the market to hold institutions responsible for their policies and performance. One of the main goals of the public procurement law in Kenya is transparency, and those in charge of implementing it are supposed to make sure that this goal is achieved. The regulation establishes transparency requirements at all phases of public procurement since accountability is a key component of any system, whereas discretion generates information inconsistencies and, when transparency is lacking, permits authorities to direct public services in an inefficient manner. (Bauhr, M., & Carlitz, R. , 2021).

Table 4.2 Transparency tendering

Transparent Tendering	N	Mean	Std. Dev
Information on public procurement easily accessible for all interested parties	91	3.19	.682
Information on public procurement is presented in a user-friendly and easily comprehensible manner for all interested parties to understand the procurement processes	91	4.00	.84
Information on public procurement is Published free of cost	91	4.10	.700
Information on public procurement statistics, records and documents that cover the entire budget execution cycle, including the procurement process are published for interested parties	91	4.21	.691
policy makers and external stakeholders are allowed to monitor results, outcomes and performance of the procurement processes	91	4.66	.477
Tenders are advertised/published/ uploaded on time	91	3.14	1.30
Evaluation of bids in your company carried out as per the criteria in the tender document	91	4.37	.725
Selection and contract award is done as per the PPADA Act 2015	91	3.31	1.36

4.3.2 Supplier Debarment

From the findings, respondents agreed that, Supplier Debarment policy and guidelines is in place in your organization (M=4.4, SD=.80), Suppliers who engage in corrupt practices are debarred from company tenders (M=3.06, SD=1.4), respondents were in agreement with if Non-Performing Suppliers in the procurement process in their company are debarred with a mean of 3.9 and SD of 1.), respondents agreed that the List of Debarred Suppliers made available when needed for evaluation team to refer to with a mean of 4.0, Debarring non-performing suppliers has improve supplier performance (M=3.3,SD=1.37), Debarring of suppliers ensures your organisation that run their businesses responsibly are contracted and excludes irresponsible suppliers

(M=4.4,SD=.85), however the respondent disagreement that organisation can have increased confidence that they are dealing with suppliers that are fair and honest (M=2.7,SD=.95), Suppliers have reassurance that they are operating on a level playing field and do not need to engage in corruption to keep up with the competition (M=3.3,SD=1.5) . This findings are in line with Auriol, (2017) Debarment minimizes the probability that governments will enter into agreements with suppliers that are dishonest or corrupt, but they may also have a preventative effect by lowering the likelihood that players will engage in specific offenses in the first place.Debarment has been proven to have little impact in highly competitive markets, but it may have some impact in markets with limited competition if firms value future public procurement contracts and are aware that there is a chance they could be caught engaging in corruption. When debarment is effective, it has an anti-competitive effect, which makes it easier for suppliers to collaborate. Debarment can discourage both collusion and corruption, enhancing the outcomes of public procurement, if it is constructed with an awareness of the market dynamics at work.

Table 4.3 Supplier Debarment

Statement of Debarment of Suppliers	N	Mean	Std. Dev
Supplier Debarment policy and guidelines is in place in your organization	91	4.46	.807
Suppliers who engage in corrupt practices are debarred from company tenders	91	3.67	1.446
Non-Performing Suppliers in the procurement process in your company are debarred	91	3.91	1.180
List of Debarred Suppliers made available when needed for evaluation team to refer to.	91	4.04	.988
Debarring non-performing suppliers has improve supplier performance.	91	3.30	1.370
Debarring of suppliers ensures your organisation that run their businesses responsibly are contracted and excludes irresponsible suppliers	91	4.04	.815
You organisation can have increased confidence that they are dealing with suppliers that are fair and honest	91	2.73	.955
Suppliers have reassurance that they are operating on a level playing field and do not need to engage in corruption to keep up with the competition.	91	3.35	1.508

4.3.3 AGPO

From the findings, respondents disagreed that Sensitization and awareness for AGPO is done before tender advertisement in your company with a mean of 1.4 and SD of .57, respondents strongly agreed that AGPO group have a positive impact on delivery of our requirements (M=4.07,SD=.71), Access to 30% of all procurement as reserved for AGPO has improved performance in your company (M=4.1,SD=.75), AGPO group have a positive impact on delivery of our requirements (M=4.0,SD=0.76), My organization gives preference to local suppliers based on their qualifications (M=4.1,SD=.70), AGPO suppliers has increased supplier base from which requirements are purchased (M=4.0,SD=.76), Waiver of tender securities has

increased AGPO participation in public tenders (M=4.1,SD=.78), on AGPO enterprises meet quality delivery agreement respondents disagreed with a mean of 2.0 and SD of 0.80. The findings support Njeru's (2015) assertion that access to public procurement opportunities for the special groups will be challenging until procurement malpractices in public institutions are addressed. Reduced poverty, especially among marginalized women, youth, and PWDs, is AGPO's long-term goal. The analysis shows that this goal might be accomplished if the initiative were to be taken considerably more seriously than it is at the moment.

Table 4.4 AGPO

AGPO	N	Mean	Std. Dev.
Sensitization and awareness for AGPO is done before tender advertisement in your company	91	1.41	.578
AGPO group have a positive impact on delivery of our requirements	91	4.07	.718
Access to 30% of all procurement as reserved for AGPO has improved performance in your company	91	4.12	.757
AGPO group have a positive impact on delivery of our requirements	91	4.09	.817
My organization gives preference to local suppliers based on their qualifications	91	4.13	.702
AGPO suppliers has increased supplier base from which requirements are purchased	91	4.03	.766
Waiver of tender securities has increased AGPO participation in public tenders	91	4.10	.781
AGPO enterprises meet quality delivery agreement.	91	2.07	.805

4.3.4 Contract Monitoring

On whether Contract Monitoring has increased the level of Contract Compliance of procured services and works the respondents strongly agreed with a mean of 4.5 Contract monitoring Mitigates and reduction of Potential Risks has been achieved in your company at every stage of procurement (M=3.7,SD=.99 Timely Delivery of services has been achievable due to contract monitoring (M=3.9,SD=.91),Target setting in the implementation of performance contracting had a positive impact in improving the quality of service delivery (M=3.8,SD=1),Evaluation of the supplier's performance throughout the contract allows for action to be taken to increase the performance and effectiveness of the contract (M=3.9,SD=.88) ,Contract monitoring ensures that the supplier is cooperative and responsive to our organization needs(M=3.5,SD=1) ,Contract monitoring ensures that there are no contract disputes or surprises (M=3.7,SD=1) and Contract monitoring ensures that the delivery of services is satisfactory to both parties (M=3.5,SD=1). This research supports the argument made by Slyke, (2017) that without spending time on contract performance monitoring, various sorts of risk could go unnoticed and have an impact on results. This covers subpar contract and vendor performance, unfulfilled commitments, and the possibility for regulatory non-compliance. By limiting spending and supporting operations with the timely acquisition of high-quality goods and services, contract monitoring contributes to the smooth the execution of transactions, the upkeep of constructive supplier relationships, the mitigation of risks, and the quick resolution of issues and is progressing satisfactorily in that direction

Table 4.5 Contract Monitoring

Statement on Contract Monitoring	N	Mean	Std. Dev
Contract Monitoring has increased the level of Contract Compliance of procured services and works	91	4.10	.822
Contract monitoring Mitigates and reduction of Potential Risks has been achieved in your company at every stage of procurement	91	3.70	.983
Timely Delivery of services has been achievable due to contract monitoring	91	3.95	.880
Target setting in the implementation of performance contracting had a positive impact in improving the quality of service delivery	91	3.89	1.0159
Evaluation of the supplier's performance throughout the contract allows for action to be taken to increase the performance and effectiveness of the contract	91	3.94	1.0366
Contract monitoring ensures that the supplier is cooperative and responsive to our organization needs	91	3.59	.942
Contract monitoring ensures that there are no contract disputes or surprises	91	3.78	.963
Contract monitoring ensures that the delivery of services is satisfactory to both parties	91	3.58	1.096

4.3.5 Service Delivery

On a scale from 1 to 5, respondents evaluated a series of service delivery statements. According to Table 4.6, The goods are delivered in time which enhances employee work (M=4.16, SD=.65), There is accessibility in the services in our organization since the goods/services are delivered in time (M=4.2, SD=.68), the goods delivered are safe which improves service delivery (M=4.34, SD=.73), Complaints from user departments in the Company are minimal (M=4.85, SD=.36), Deliveries are made within the timelines specified in the order/contract (M=3.7, SD=.93), There is Improved quality of projects undertaken by the Company is enhanced (M=4.6,SD=.48), The suppliers deliver goods/services that are appropriate

(M=3.3,SD=1.3), There is availability of the goods/services which has improved service delivery (M=4.4,SD=.75), The services provided in our organization are satisfactory (M=4.1,SD=1.3).

The results from each indicator show that the majority of those surveyed concurred that water companies operate significantly well in terms of efficiency and effectiveness in providing services that satisfy their company's demands. The results are in similar to that of Anane, (2019), who claims that procurement policy generally contributes to making service delivery more effective. Different facets of regulation have a clear impact on the procurement cycle, which has an impact on service. For example, a regulation that encourages transparency and integrity in the cycle had a good impact on the procurement cycle. Service delivery is improved by procurement firms with sound procurement policies.

Table 4.6 Service Delivery

Service Delivery	N	Mean	Std. Deviation
The goods are delivered in time which enhances employee work	91	4.16	.654
There is accessibility in the services in our organization since the goods/services are delivered in time	91	4.20	.687
The goods delivered are safe which improves service delivery	91	4.34	.734
Complaints from user departments in the Company are minimal	91	4.85	.363
Deliveries are made within the timelines specified in the order/contract	91	3.76	.935
There is Improved quality of projects undertaken by the Company is enhanced	91	4.65	.480
The suppliers deliver goods/services that are appropriate	91	3.30	1.362
There is availability of the goods/services which has improved service delivery	91	4.49	.751
The services provided in our organization are satisfactory	91	4.12	1.357

4.3.6 Technology

The results of each indicator show that most the statements were supported by the responders, which suggests that, through technology increased efficiency and information flow has been achieved in your company with a mean of 4.7, Technology Decreases the average cycle time of procurement process is achieved due to technology (M=4.2, SD=.71) , Technology Makes procurement process transparent and increases data accuracy in your company (M=4.1,SD=.79), Technology eliminates manual procurement document storing system (M=4.1,SD=.70) , With the help of technology, procurement audits can be done effectively (M=4.2,SD=.72) , Technology Increases procurement data accuracy (M=4.1,SD=.85) , Technology makes your procurement process transparent (M=4.2,SD=.73) , Procurement areas where approvals take the longest and can be shortened (M=4.2,SD=.74) , e-Procurement systems allow greater flexibility and control over every aspect of the

purchasing process (M=4.1,SD=.79) and e-Procurement systems use automation to alleviate human errors in the purchasing process) (M=4.3,SD=.74). The study's findings agree with findings from a few other research in the literature. In a case study, Ganbold (2021) discovered that the usage of information technology has had a considerable positive influence on productivity and service delivery. This agrees with the statement that through technology increased efficiency and information flow has been achieved in water companies. In order to facilitate successful and efficient operations within the public procurement sector, technology is a critical factor. Technology in public procurement is designed to effectively speed the procurement processes based on feedback from respondents. Along with promoting transparency in public procurement through an examination of current practices, the release of information to the public, and the creation of auditing systems.

Table 4.7 Technology

Statement	N	Mean	SD
Through technology Increased efficiency and information flow has been achieved in your company	91	4.23	.746
Technology Decreases the average cycle time of procurement process is achieved due to technology	91	4.2	.716
Technology Makes procurement process transparent and increases data accuracy in your company	91	4.16	.792
Technology eliminates manual procurement document storing system	91	4.17	.708
With the help of technology, procurement audits can be done effectively	91	4.25	.724
Technology Increases procurement data accuracy.	91	4.16	.859
Technology makes your procurement process transparent	91	4.28	.734
Procurement areas where approvals take the longest and can be shortened	91	4.28	.749
e-Procurement systems allow greater flexibility and control over every aspect of the purchasing process	91	4.19	.791
e-Procurement systems use automation to alleviate human errors in the purchasing process	91	4.30	.740

4.3.7 Regression analysis

The study applied Shapiro-Wilk Test for Normality before subjecting data to regression analysis.

4. 3.8 Diagnostic test

The results indicate that the data for service delivery, transparent tendering, and debarment of suppliers, AGPO, technology, and contract monitoring do not significantly deviate from a normal distribution. The Shapiro-Wilk test statistics for these categories range from 0.917 to 0.969, with corresponding p-values ranging from 0.072 to 0.164. These p-values are greater than the conventional significance level of

0.05, indicating that there is insufficient data to rule out the null hypothesis of normality. Overall, these findings suggest that the data in the studied categories can be considered approximately normally distributed, which supports the application of parametric statistical tests in further analysis and interpretation of the results.

Table 4.8 Shapiro-Wilk Test for Normality

Tests of Normality						
	Kolmogorov-Smirnova			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Service delivery	0.132	91	0.082	0.941	91	0.164
Transparent tendering	0.163	91	0.2	0.917	91	0.077
Debarment of suppliers	0.101	91	0.055	0.969	91	0.072
AGPO	0.121	91	0.171	0.94	91	0.078
Technology	0.175	91	0.214	0.927	91	0.08
Contract monitoring	0.143	91	0.08	0.956	91	0.089

4.4 Inferential Statistics

4. 4.1 Model Summary for transparent tendering on Service Delivery

Upon testing the model, the coefficient of determination results showed that ,With a R Square of 0.864, the study's independent variable selection and award of contract, timely publication, and evaluation of bids combine to explain that 86.4% of water companies' service delivery can be attributed to the transparent tendering drivers they have incorporated into their purchasing procedures. Results of model summary are shown in Table 4.9.

Table 4.9 Model summary for transparent tendering

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.929[a]	.864	.859	.13325

a. Predictors: (Constant), Transparent Tendering

4.4.2 ANOVA for Transparent Tendering

The overall model is significant since the F calculated at the 5% level of significance was 183.857, which is higher than the F critical (value = 5.1922). The results are shown in Table 4.10.

Table 4.10 ANOVA for Transparent Tendering

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.794	3	3.265	183.857	.000
	Residual	1.545	87	.018		
	Total	11.338	90			

a. Dependent variable: service delivery of water companies

4.4.3 Coefficients for transparent tendering

The model established regression equation was service delivery = 7.756 +0.50(Transparent Tendering), the regression equation predicts that service delivery will equal to 7.756when Transparency tendering is equal to zero, the achievement of service delivery will be positively influenced. This is shown by the coefficient (0= 7.756), which is significant at (p=0.000).This statistically indicate that a change of one standard deviation in transparency tendering (0.50) increases in service delivery of water companies. The water companies' success in providing services would be favorably influenced if they adopted transparency tendering. The null hypothesis that transparency tendering has insignificant influence on service delivery of water

companies is consequently rejected since a p value of 0.000 is sufficient evidence that transparency tendering has a significant impact on service delivery of water companies. This equation is a simple linear regression model that relates the service delivery of the water companies to its transparency tendering. The equation states that the expected service delivery (the dependent variable) is equal to a constant term of 7.756 +0.50times the transparency tendering of the water companies (the independent variable).The coefficient of 0.50shows how strong the connection between is transparency tendering and service delivery. A higher value of the coefficient suggests that a stronger transparency tendering is associated with a higher service delivery of the water companies. The equation can be used to predict the expected service delivery of the water companies based on transparency tendering.

Table 4.11 Coefficients for transparent tendering

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.756	.218		35.617	.000
	Transparent Tendering	.50	.043	.282	3.231	.000

a. Dependent variable: service delivery of water companies

4. 5 Model Summary for Debarment of Suppliers

With a R Square of 0.825, the study's independent variable Due diligence, list of debarred, evaluation of non-performance supplier combines to explain that 82.5% of water companies' service delivery can be attributed to the debarment of supplies drivers they have adopted in their procurement processes. The model summary's findings are shown in Table 4.12

Table 4.12 Model summary for debarment of supplier

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.909[a]	.825	.819	.151

Predictors: (Constant), debarment of supplier

4. 5.1 ANOVA for Debarment of Supplier

The overall model is significant since the F calculated at the 5% level of significance was 137.158, which is higher than the F critical (value = 5.1922). The results are shown in table 4.13.

Table 4.13 ANOVA for Debarment of Supplier

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.360	3	3.120	137.158	.000
	Residual	1.979	87	.023		
	Total	11.338	90			

Dependent Variable: Service delivery of water companies

4.5.2 Coefficient of Debarment of suppliers

The model's established regression equation was service delivery = 3.097+0.360 (Debarment of suppliers), the regression equation predicts that service delivery will equal to 3.097when Debarment of suppliers is equal to zero, the achievement of service delivery will be positively influenced. This is shown by the coefficient (0= 3.097), which is significant at (p=0.000).This statistically indicate that a change of one standard deviation in Debarment of suppliers (0.360) increases in service delivery of water companies. The water companies' success in providing services would be favorably influenced if they adopted Debarment of suppliers. The null hypothesis that Debarment of suppliers has insignificant influence on service delivery of water companies is consequently rejected since a p value of 0.000 is sufficient evidence that Debarment of suppliers has a significant impact on service delivery of water companies. This equation is a simple linear regression model that relates the service delivery of the water companies to its Debarment of suppliers. The equation states that the expected service delivery (the dependent variable) is equal to a constant term of

3.097+0.360times the Debarment of suppliers of the water companies (the independent variable).The coefficient of 0.360shows how strong the connection between Debarment of suppliers and service delivery. A higher value of the coefficient indicates that a stronger Debarment of suppliers is connected with a higher service delivery of the water companies. The equation can be used to predict the expected service delivery of the water companies based on transparency tendering.

Table 4.14 Coefficient of Debarment of suppliers

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	T	Sig.
1	(Constant)	3.097	.202		15.332	.000
	Debarment of suppliers	.360	.061	.751	4.728	.000

Dependent Variable: Service delivery of water companies

4.6. Model Summary for Access to Government Procurement Opportunities

With a R Square of 0.845, the study's independent variable combines to clarify 84.5% of water companies' service delivery can be attributed to the Access to Government Procurement Opportunities drivers they have adopted in their procurement processes. The model summary's findings are shown in Table 4.16. This indicates that there exists a strong positive influence of service delivery on Access to Government Procurement Opportunities.

Table 4.15 Model summary for Access to Government Procurement Opportunities

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.919[a]	.845	.834	.141

a. Dependent Variable: Service delivery of water companies

Predictors: (Constant), Access to Government Procurement Opportunities

4.6.1 ANOVA for Access to Government Procurement Opportunities

The overall model is significant since the F calculated at the 5% level of significance was 177.15, which is higher than the F critical (value = 5.1922). The results are shown in Table 4.16.

Table 4.16 ANOVA for Access to Government Procurement Opportunities

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	9.670	3	3.520	177.15	.000
	Residual	1.676	87	.019		
	Total	11.346	90			

a. Dependent Variable: Service delivery of water companies

b. Predictors: Access to Government Procurement Opportunities (AGPO)

4.6.2 Coefficient of Access to Government Procurement Opportunities

The model's established regression equation was service delivery = 3.847 +0.472 (Access to Government Procurement Opportunities), the regression equation predicts that service delivery will equal to 3.847 when Access to Government Procurement Opportunities is equal to zero, the achievement of service delivery will be positively influenced. This is shown by the coefficient (0= 3.847), which is significant at (p=0.000). This statistically indicate that a change of one unit in Access to Government Procurement Opportunities (0.472) increases in service delivery of water companies. The water companies' success in providing services would be favorably influenced if they adopted Access to Government Procurement Opportunities. The null hypothesis that Access to Government Procurement Opportunities has insignificant influence on service delivery of water companies is consequently rejected since a p value of 0.000 is sufficient evidence that Access to Government Procurement Opportunities has a significant impact on service delivery of water companies. This equation is a simple linear regression model that relates the service delivery of the water companies to its Access to Government Procurement Opportunities. The equation states that the expected service delivery (the dependent variable) is equal to a constant term of 3.847+0.472 times the Access to Government

Procurement Opportunities of the water companies (the independent variable). The coefficient of 0.472 indicates the strength of the relationship between Access to Government Procurement Opportunities and service delivery. A higher value of the coefficient suggests that a stronger Access to Government Procurement Opportunities is associated with a higher service delivery of the water companies. The equation can be used to predict the expected service delivery of the water companies based on Access to Government Procurement Opportunities.

Table 4.17 Coefficient of Access to Government Procurement Opportunities

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	3.847	.276		13.927	.000
	Access to Government Procurement Opportunities (AGPO).	.472	.052	.761	6.429	.000

a. Dependent Variable: Service delivery of water companies

b.

4. 7. Model Summary for Contract Monitoring

With an R Square of 0.812, the study's independent variable combines to explain 81.2% of water companies' service delivery can be attributed to the Contract monitoring drivers they have adopted in their procurement processes. The model summary's findings are tabulated in Table 4.18. This indicates that there exists a strong positive influence of service delivery on Access to Government Procurement Opportunities.

Table 4.18 Model summary for Contract monitoring

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.901[a]	.812	.801	.144

a. Dependent Variable: Service delivery of water companies

Predictors: (Constant), Contract Monitoring

4. 7.1 ANOVA for Contract monitoring

The overall model is significant since the F calculated at the 5% level of significance was 155.67, which is higher than the F critical (value = 5.1922). The results are shown in Table 4.19.

Table 4.19 ANOVA for Contract monitoring

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	8.770	3	3.350	155.67	.000
	Residual	1.479	87	.016		
	Total	10.249	90			

Dependent Variable: Service delivery of water companies

Predictors: Contract monitoring

4.7.2 Coefficient of Contract Monitoring

The model established regression equation was service delivery = 4.057 +0.353 (Contract monitoring), the regression equation predicts that service delivery will equal to 4.057 when Contract monitoring is equal to zero, the achievement of service delivery will be positively influenced. This is shown by the coefficient (0= 4.057), which is significant at (p=0.000). This statistically indicate that a change of one standard deviation in Contract monitoring (0.353) increases in service delivery of water companies. The water companies' success in providing services would be favorably influenced if they adopted Contract monitoring. The null hypothesis that Contract monitoring has insignificant influence on service delivery of water companies is consequently rejected since a p value of 0.000 is sufficient evidence that Contract monitoring has a significant impact on service delivery of water companies. This equation is a simple linear regression model that relates the service delivery of the water companies to its Contract monitoring. The equation states that the expected service delivery (the dependent variable) is equal to a constant term of 4.057+0.353 times Contract monitoring of the water companies (the independent variable). The coefficient of 0.353 indicates the strength of the relationship between Contract monitoring and service delivery. A higher value of the coefficient suggests that a stronger Contract monitoring is associated with a higher service delivery of the water

companies. The equation can be used to predict the expected service delivery of the water companies based on Contract monitoring.

Table 4.20 Coefficient of Contract Monitoring

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	4.057	.321		13.927	.000
	Contract monitoring	.353	.062	.539	7.729	.000

a. Dependent Variable: Service delivery of water companies

4. 8. Model Summary for Technology

With an R Square of .792, the study's independent variable combines to explain .79.2 % of water companies' service delivery can be attributed to the Technology drivers they have adopted in their procurement processes. The model summary's findings are shown in Table 4.21. This indicates that there exists a strong positive influence of service delivery on Technology.

Table 4.21 Model summary for Technology

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.89[a]	.792	.856	.1255

a. Dependent Variable: Service delivery of water companies

Predictors: (Constant), Technology

4.8.1 ANOVA for Technology

The overall model is significant since the F calculated at the 5% level of significance was 20.331, which is higher than the F critical (value = 5.1922). The results are shown in Table 4.22.

Table 4.22 ANOVA for Technology

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.365	3	.673	20.331	.000
	Residual	2.781	87	.033		
	Total	6.146	90			

Dependent Variable: Service delivery of water companies

a. Predictors: Technology

4.8.2. Coefficient of Technology

The model established regression equation was service delivery = 1.402 +0.126 (Technology), the regression equation predicts that service delivery will equal to 1,402 when Technology is equal to zero, the achievement of service delivery will be positively influenced. This is shown by the coefficient (0=14.402), which is significant at (p=0.000). This statistically indicate that a change of one standard deviation in Technology (0.126) increases in service delivery of water companies. The water companies' success in providing services would be favorably influenced if they adopted Technology. The null hypothesis that Technology has insignificant influence on service delivery of water companies is consequently rejected since a p value of 0.000 is sufficient evidence that Technology has a significant impact on service delivery of water companies. This equation is a simple linear regression model that relates the service delivery of the water companies to its Technology. The equation states that the expected service delivery (the dependent variable) is equal to a constant term of 1.402 +0.126 time's technology of the water companies (the independent variable). The coefficient of 0.126 indicates the strength of the relationship between technology and service delivery. A higher value of the coefficient suggests that a stronger technology is associated with a higher service delivery of the water companies. The equation can be used to predict the expected service delivery of the water companies based on technology.

Table 4.23 Coefficient of Technology

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	1.402	.498		2.915	.000
	Technology	.126	.013	.727	9.795	.000

a. Dependent Variable: Service delivery of water companies

4.9. Overall Correlation Analysis

Table 4.24 shows the findings of the Pearson correlations between service delivery and the factors transparent tender, debarment of suppliers, AGPO, technology and contract monitoring for procurement tenders. The correlation coefficient (r) between service delivery and transparent tendering is 0.671 ($p < .001$), indicating a strong positive correlation. This suggests that as transparent tendering practices improve, service delivery also tends to improve. Similarly, service delivery is positively correlated with debarment of suppliers ($r = 0.544$, $p < .001$), AGPO ($r = 0.54$, $p < .001$), technology ($r = 0.625$, $p < .001$), and contract monitoring ($r = 0.428$, $p < .001$) indicating a week positive correlation. These correlations suggest that as these independent variables increase or improve, service delivery is likely to show positive changes. Furthermore, the independent variables also exhibit significant correlations among themselves. For example, transparent tendering is positively correlated with debarment of suppliers ($r = 0.353$, $p < .001$) and technology ($r = 0.448$, $p < .001$). This implies that organizations that prioritize transparent tendering practices are also more likely to emphasize the debarment of suppliers and utilize technology in their procurement processes.

Table 4.24 Overall Correlation Analysis

Correlations							
		Service delivery	Transparent tendering	Debarment of suppliers	Access to government procurement opportunities	Technology	Contract monitoring
Service delivery	Pearson Correlation	1	.671**	.544**	.540**	.625**	.428**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001	<.001
	N	91	91	91	91	91	91
Transparent tendering	Pearson Correlation	.671**	1	.353**	.445**	.448**	.535**
	Sig. (2-tailed)	<.001		<.001	<.001	<.001	<.001
	N	91	91	91	91	91	91
Debarment of suppliers	Pearson Correlation	.544**	.353**	1	.424**	.399**	.344**
	Sig. (2-tailed)	<.001	<.001		<.001	<.001	<.001
	N	91	91	91	91	91	91
Access to government procurement opportunities	Pearson Correlation	.540**	.445**	.424**	1	.673**	.514**
	Sig. (2-tailed)	<.001	<.001	<.001		<.001	<.001
	N	91	91	91	91	91	91
Technology	Pearson Correlation	.625**	.448**	.399**	.673**	1	.602**
	Sig. (2-tailed)	<.001	<.001	<.001	<.001		<.001
	N	91	91	91	91	91	91
Contract monitoring	Pearson Correlation	.428**	.535**	.344**	.514**	.602**	1
	Sig. (2-tailed)	<.001	<.001	<.001	<.001	<.001	
	N	91	91	91	91	91	91

** Correlation is significant at the 0.01 level (2-tailed).

4.10. Overall Regression analysis

Multiple linear regression analysis was used to model the relationship between service delivery and the factors transparent tender, debarment of suppliers, AGPO, contract monitoring and technology for procurement tenders. The current study aims at evaluating if technology has a moderating effect on the independent variables transparent tender, debarment of suppliers, AGPO, and contract monitoring on the dependent variable service delivery. Two multiple linear regression models were created for the purposes of this research. The first model (model 1) was created without the moderator variable technology and the second model (model 1) was created was created including technology as a moderator.

In Model 1, which does not include the moderator variable, the R-Square value is 0.65, indicating that 65% of the variation or changes in the dependent variable (service delivery) can be explained by the independent variables alone. The Adjusted R Square value, which accounts for the number of indicators in the model, is 0.648, suggesting that the independent variables collectively have a good fit in explaining service delivery. The Std. Error of the Estimate is 1.262, indicating the average deviation between the predicted and actual values of service delivery. The F-value of 48.518 with a p-value of <.001 indicates that the regression model is statistically significant.

Model 2, which incorporates technology as a moderator, demonstrates an improved fit. The R-Square value increases to 0.737, indicating that 73.7% of the variation in service delivery can be explained by the combined effects of the independent variables and the moderator. The Adjusted R Square value is 0.725, reflecting the increased fit of the model while considering the moderating effect of technology. The Std. Error of the Estimate increases to 2.893, suggesting that the introduction of the moderator has increased the variability in the predicted values. The F-value of 60.331 with a p-value of <.001 indicates that the regression model, including the moderating effect of technology, is highly significant.

These findings suggest that technology has a significant moderating impact on the connection between the independent variables (transparent tendering, debarment of suppliers, AGPO, and contract monitoring) and service delivery. Including technology

as a moderator in Model 2 improves the overall explanatory power of the regression model from 65% to 73.7% an increase of 10.7% indicating that the combined effects of the independent variables and technology contribute to a better performance of the factors influencing service delivery. This suggests the importance of considering technology as a moderating factor when examining the relationship between procurement practices and service delivery outcomes

Table 4.25 Model summary

	R	R-Square	Adjusted R Square	Std. Error of the Estimate	F	p-value
Model 1	0.806	0.65	0.648	1.262	48.518	<.001
Model 2	0.858	0.737	0.725	2.893	60.331	<.001

4.11. Coefficients summary for the regression model 1

The model equation for model 1 is given as follows;

Service Delivery = 5.186 + 0.715 * Transparent Tendering + 0.123 * Debarment of Suppliers + 0.206 * AGPO + 0.067 * Contract Monitoring

This equation represents a linear regression model where "Service Delivery" is the dependent variable, and "Transparent Tendering," "Debarment of Suppliers," "AGPO," and "Contract Monitoring" are independent variables. Interpreting the coefficients: The intercept term (5.186) represents the expected value of the dependent variable (Service Delivery) when all independent variables are set to zero. In this context, it represents the baseline level of Service Delivery when there is no influence from the independent variables. For every one-unit increase in Transparent Tendering, the Service Delivery is expected to increase by 0.715 units, holding all other variables constant. For every one-unit increase in Debarment of Suppliers, the Service Delivery is expected to increase by 0.123 units, holding all other variables constant. For every one-unit increase in AGPO, the Service Delivery is expected to increase by 0.206 units, holding all other variables constant. For every one-unit increase in Contract

Monitoring, the Service Delivery is expected to increase by 0.067 units, holding all other variables constant. This regression equation allows us to predict the expected value of Service Delivery based on the values of the independent variables. It provides insights into how each independent variable contributes to the variation in Service Delivery, holding other variables constant.

Table 4.26 Coefficients summary for model 1

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5.186	0.92		5.635	.000
Transparent tendering	0.715	0.111	0.628	6.436	.000
Debarment of suppliers	0.123	0.092	0.124	1.339	.000
AGPO	0.206	0.094	0.168	2.185	.000
Contract monitoring	0.067	0.076	0.07	0.888	.000

4.11.1 Coefficients summary for the regression model 2

The model equation for model 2 is given as follows;

Service Delivery = 9.755 + 0.868 * Transparent Tendering + 0.204 * Debarment of Suppliers + 1.052 * AGPO + 0.8*Technology + 0.494 * Contract Monitoring

This equation represents a linear regression model where "Service Delivery" is the dependent variable, and "Transparent Tendering," "Debarment of Suppliers," "AGPO," "Technology," and "Contract Monitoring" are independent variables. Interpreting the coefficients: The intercept term (9.755) represents the expected value of the dependent variable (Service Delivery) when all independent variables are set to zero. For every one-unit increase in Transparent Tendering, the Service Delivery is expected to increase by 0.868 units, holding all other variables constant. For every one-unit increase in Debarment of Suppliers, the Service Delivery is expected to increase by 0.204 units, holding all other variables constant. For every one-unit increase in AGPO, the Service Delivery is expected to increase by 1.052 units, holding

all other variables constant. For every one-unit increase in Technology, the Service Delivery is expected to increase by 0.8 units, holding all other variables constant. For every one-unit increase in Contract Monitoring, the Service Delivery is expected to increase by 0.494 units, holding all other variables constant. Overall, this regression equation allows us to predict the expected value of Service Delivery based on the values of the independent variables. It provides insights into how each independent variable contributes to the variation in Service Delivery, holding other variables constant

Table 4.27 Coefficients summary for model 2

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	9.755	2.862		0.281	0.000
Transparent tendering	0.868	0.181	1.268	5.638	0.000
AGPO	0.204	0.175	1.106	1.988	0.000
Debarment of suppliers	1.052	0.161	1.16	4.723	0.000
Contract monitoring	0.83	0.081	0.898	10.21	0.000
Technology	0.494	0.138	0.835	2.436	0.000

4.11.2 Hypothesis testing

To test a hypothesis regarding the impact of regulation on service delivery, the researcher employed quantitative results of table 4.27 for Coefficients summary for the regression model 2 that contains all the independent variables and the moderating variable.

The current study examines the following research hypothesis;

First Hypothesis postulated that,

***HO₁*:** There is no statistically significant influence on transparent tendering on service delivery of water companies in Murang'a County.

The results of multiple regression, revealed that transparent tendering has a p-value = .000. Since the p- value is less than < 0.05, the null hypothesis was rejected. It was then concluded that there is significant relationship between transparent tendering and service delivery of water companies in Murang'a County.

Second Hypothesis postulated that,

***HO₂*:** There is no statistically significant influence on Debarment of supplier on service delivery of water companies in Murang'a County.

The results of multiple regression, revealed that Debarment of supplier has a p-value= .000. Since the p- value is less than < 0.05, the null hypothesis was rejected. It was then concluded that there is significant relationship between Debarment of supplier and service delivery of water companies in Murang'a County.

Third Hypothesis postulated that,

***HO₃*:** There is no statistically significant influence on Access to government procurement opportunities (AGPO on service delivery of water companies in Murang'a County

The results of multiple regressions, revealed that

Access to government procurement opportunities (AGPO) has a p = .000. Since the p-value is less than < 0.05, the null hypothesis was rejected. It was then concluded that there is significant relationship between Access to government procurement opportunities and service delivery of water companies in Murang'a County.

Fourth Hypothesis postulated that,

***HO₄*:** There is no statistically significant influence on Contract monitoring on service delivery of water companies in Murang'a County.

The results of multiple regression revealed that Contract monitoring has a p = .000. Since the p- value is less than < 0.05, the null hypothesis was rejected. It was then concluded that there is significant relationship between Contract monitoring and service delivery of water companies in Murang'a County.

Fifth Hypothesis postulated that,

***H_{O5}*:** There is no statistically significant influence of moderating effect of technology on service delivery of water companies in Murang'a County.

The results of multiple regression revealed that Technology has a p = .000. Since the p- value is less than < 0.05, the null hypothesis was rejected. It was then concluded that there is significant influence of moderating effect of technology on service delivery of water companies in Murang'a County.

4.12 Summary

The chapter presented the analysis and interpretation of data that was collected through questionnaires for this study. In order to simplify the discussion, the researcher provided tables that summarized the collection of answers of the correspondent. The summary, conclusions and recommendations of the result are discussed in the next chapter.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5. 1 Summary

The research aimed to survey 150 respondents, and a pilot study was conducted beforehand to be able to assure the trustworthiness of the questionnaire. Out of the 150 questionnaires delivered by the researcher, 91 were correctly filled, completed and returned, resulting in a 60% response rate.

5.1.1 Transparent tendering

The study aimed to assess the transparency of the tendering process, with respondents providing their perceptions on various aspects related to public procurement. The findings indicate a positive perception towards transparency in public procurement processes such as; information on public procurement is readily accessible to all interested parties, presented in a user-friendly manner, and published free of cost, statistics, records, and documents covering the entire budget execution cycle, including procurement processes, are available for interested parties, Policy makers and external stakeholders are allowed to monitor the results, outcomes, and performance of the procurement processes. However, there are areas for improvement identified, such as ensuring timely advertisement/publication/uploading of tenders, and ensuring that evaluation of bids and selection/contract awards are carried out in accordance with the PPADA Act 2015. These findings align with the research of Bauhr and Carlitz (2021), who argue that increased transparency in procurement processes reduces the risk of unethical practices and financial misuse, and enhances service quality. Transparency also fosters trust in government, reduces corruption, and allows citizens and the market to hold institutions accountable for their actions. In Kenya, public procurement law emphasizes transparency as a key goal, aiming to ensure accountability throughout the procurement process. By adhering to transparency requirements, authorities can mitigate information inconsistencies and ensure that public services are directed efficiently. Ultimately, transparency in tendering processes promotes good governance and enhances public trust in government institutions.

5.1.2 Supplier debarment

From the findings, respondents generally agreed on most aspects related to supplier debarment policies and their impact on procurement processes. They include: The organizations has a Supplier Debarment policy and guidelines in place, with a high mean score indicating strong agreement, there is agreement that suppliers engaging in corrupt practices are debarred from company tenders, although the mean score suggests some variability in responses, Non-performing suppliers in the procurement process are reportedly debarred, indicating a proactive approach to supplier management, the availability of a List of Debarred Suppliers for evaluation teams is acknowledged, suggesting transparency and accountability. Respondents perceive that debarring non-performing suppliers has improved overall supplier performance, further, debarment ensures that responsible businesses are contracted and excludes irresponsible suppliers, with a high mean score indicating strong agreement. However, respondents disagreed that the organization can have increased confidence in dealing with fair and honest suppliers, suggesting some skepticism and that Suppliers are perceived to have reassurance that they are operating on a level playing field and do not need to engage in corruption to remain competitive. These findings are consistent with the research of Auriol (2017), which suggests that supplier debarment can minimize the probability of governments entering agreements with dishonest or corrupt suppliers. Debarment may also have a preventative effect, discouraging suppliers from engaging in corrupt practices in the first place. However, the effectiveness of debarment may vary depending on market dynamics, with limited impact in highly competitive markets but potentially significant effects in less competitive environments. Overall, when constructed with an understanding of market dynamics, supplier debarment can enhance the outcomes of public procurement processes by discouraging collusion and corruption.

5.1.3 Access to Government Procurement Opportunities

The findings indicate various perceptions and experiences related to the Access to Government Procurement Opportunities program. Respondents disagreed that sensitization and awareness for AGPO is conducted before tender advertisement, suggesting a potential area for improvement in communication and education about

the program, there is strong agreement that AGPO groups have a positive impact on the delivery of requirements, indicating satisfaction with the performance of AGPO-affiliated suppliers, Access to 30% of all procurement reserved for AGPO is perceived to have improved performance in the water companies , reflecting a positive view of the program's impact. Preference is given to local suppliers based on their qualifications is supported by respondents, indicating a commitment to supporting local businesses, AGPO participation has reportedly increased the supplier base from which requirements are purchased, suggesting diversification in the supplier pool and that the waiver of tender securities has facilitated AGPO participation in public tenders, indicating a facilitative aspect of the program. However, respondents disagreed that AGPO enterprises consistently meet quality delivery agreements, indicating some concerns about the performance of AGPO-affiliated suppliers in meeting quality standards. These findings are consistent with Njeru's (2015) assertion that access to public procurement opportunities for special groups faces challenges until procurement malpractices in public institutions are addressed. The long-term goal of AGPO is to reduce poverty, particularly among marginalized groups such as women, youth, and persons with disabilities. The analysis suggests that achieving this goal may require a more concerted effort and serious consideration of the AGPO program to ensure its effectiveness and impact.

5.1.4 Contract monitoring

The findings regarding contract monitoring suggest positive perceptions and outcomes. Respondents strongly agree that contract monitoring has increased the level of contract compliance of procured services and works, indicating effectiveness in ensuring adherence to contractual agreements, led to the mitigation and reduction of potential risks at every stage of procurement, reflecting its role in risk management, timely delivery of services has been achievable due to contract monitoring, indicating improved efficiency in service delivery timelines, Target setting in the implementation of performance contracting has had a positive impact on improving the quality of service delivery, highlighting the importance of setting clear performance objectives, evaluation of the supplier’s performance throughout the contract allows for action to be taken to increase performance and effectiveness, indicating a proactive approach to performance improvement, contract monitoring ensures that suppliers are cooperative

and responsive to organizational needs, suggesting improved supplier relationships and responsiveness, contract monitoring ensures that there are no contract disputes or surprises, indicating effective management of contract-related issues and finally, contract monitoring ensures that the delivery of services is satisfactory to both parties, emphasizing the importance of ensuring mutual satisfaction in contractual relationships. These findings align with Slyke's (2017) argument that contract performance monitoring is crucial for identifying various risks and issues that could impact outcomes. Effective contract monitoring contributes to limiting spending, supporting operations with the timely acquisition of high-quality goods and services, maintaining positive supplier relationships, mitigating risks, and resolving issues promptly. Overall, the findings suggest that contract monitoring is progressing satisfactorily and playing a crucial role in ensuring effective procurement and service delivery processes.

5.1.5 Technology

The results of the study indicate strong support from respondents for various statements related to the impact of technology on procurement processes. Technology has led to increased efficiency and information flow in the company demonstrating the positive impact of technology on enhancing operational efficiency, the average cycle time of the procurement process has decreased due to technology highlighting the role of technology in streamlining processes and reducing lead times, technology makes the procurement process transparent and increases data accuracy emphasizing the importance of technology in promoting transparency and data integrity, manual procurement document storing systems have been eliminated with the help of technology indicating a shift towards digital and more efficient document management processes. Procurement audits can be conducted effectively with the help of technology showcasing the role of technology in facilitating audit processes and ensuring compliance, technology increases procurement data accuracy emphasizing the importance of technology in enhancing data quality and reliability, e-Procurement systems allow greater flexibility and control over every aspect of the purchasing process highlighting the benefits of e-procurement in improving process flexibility and control and finally e-Procurement systems use automation to alleviate human errors in the purchasing process demonstrating the role of technology in reducing

errors and improving process efficiency. These findings are consistent with prior research, such as Ganbold (2021), which highlighted the positive impact of information technology on productivity and service delivery. Technology plays a crucial role in facilitating efficient and transparent procurement processes, ultimately enhancing overall operational effectiveness in water companies.

5.1.6 Service delivery

The findings from the respondents' evaluations of service delivery statements indicate positive perceptions across various aspects. Goods are delivered on time, enhancing employee productivity highlighting efficient delivery processes, accessibility to services is high due to timely delivery of goods/services indicating easy access to necessary items, the delivered goods are safe, contributing to improved service delivery emphasizing safety standards, Complaints from user departments are minimal reflecting high satisfaction levels among users deliveries are made within specified timelines indicating adherence to agreed-upon schedules. The quality of projects undertaken by the company is enhanced showing a focus on delivering high-quality outcomes, Suppliers deliver goods/services that are appropriate indicating a mixed perception regarding the suitability of delivered items, availability of goods/services has improved service delivery suggesting sufficient availability of required items and that the services provided by the organization are satisfactory indicating general satisfaction with the services received. These results align with Anane's (2019) assertion that procurement policies play a crucial role in enhancing service delivery effectiveness. Regulations promoting transparency and integrity in procurement contribute positively to service delivery outcomes. Overall, the findings suggest that water companies in the surveyed area are perceived to operate efficiently and effectively in meeting the demands of their organizations.

5.2 Conclusion

The main conclusions of the study showed substantial relationships between service delivery and several factors related to procurement tenders, including transparent tendering, supplier debarment, AGPO, technology, and contract monitoring. These findings support the hypothesis that these factors play crucial roles in shaping service

delivery outcomes. The interdependencies among the independent variables further highlight the potential synergies that can be leveraged to enhance service delivery.

5.2.1 Transparent tendering

In conclusion, the findings of the study suggest an overall positive perception towards transparency in the tendering process within public procurement. Respondents demonstrated a favorable view regarding the accessibility and presentation of procurement-related information, as well as the involvement of stakeholders in monitoring procurement processes. However, there are notable areas for improvement identified, particularly in ensuring the timely advertisement and evaluation of tenders, and adherence to legal regulations governing bid evaluation and contract awards. Addressing these areas of improvement can further enhance transparency and accountability in public procurement processes, ultimately contributing to more efficient and effective service delivery.

5.2.2 Debarment of suppliers

The findings from the study provide insights into respondents' perceptions regarding supplier debarment policies and their impact on procurement processes. There is a consensus among respondents on several key aspects of supplier debarment. These include the existence of supplier debarment policies and guidelines, the debarment of suppliers engaging in corrupt practices, and the proactive approach to debarment for non-performing suppliers. The availability of a list of debarred suppliers and the perceived improvement in overall supplier performance due to debarment are also acknowledged. However, some areas of concern are highlighted by the findings. Respondents expressed skepticism about the organization's increased confidence in dealing with fair and honest suppliers, indicating potential doubts about the effectiveness of debarment in ensuring supplier integrity. Additionally, while debarment is seen as promoting a level playing field and discouraging corruption, there may still be challenges in fully realizing these benefits, especially in highly competitive markets. The study underscores the importance of supplier debarment as a tool for promoting integrity and fairness in procurement processes. By addressing identified challenges and building on perceived benefits, organizations can enhance

the effectiveness of their debarment policies and contribute to improved outcomes in public procurement.

5.2.3 AGPO

The findings from the study shed light on various perceptions and experiences regarding the Access to Government Procurement Opportunities (AGPO) program among respondents. While there are positive aspects highlighted, such as the perceived positive impact of AGPO groups on the delivery of requirements and the program's contribution to supplier diversification, there are also areas for improvement identified. Specifically, the lack of sensitization and awareness about AGPO before tender advertisement suggests a need for better communication and education about the program. Additionally, concerns about the consistent quality delivery of AGPO-affiliated suppliers highlight the importance of ensuring adherence to quality standards within the program. Overall, addressing these areas of improvement can help enhance the effectiveness and efficiency of the AGPO program, ultimately contributing to its goal of promoting the participation of marginalized groups in government procurement and supporting local businesses.

5.2.4 Contract monitoring

In conclusion, the findings of the study indicate positive perceptions and outcomes related to contract monitoring in the procurement processes. Respondents express strong agreement that contract monitoring has had a significant impact on various aspects of procurement and service delivery. Firstly, contract monitoring is seen as instrumental in increasing the level of contract compliance, thereby ensuring that procured services and works adhere to contractual agreements. This underscores its role in enforcing accountability and maintaining integrity in procurement transactions. Moreover, contract monitoring is perceived to mitigate and reduce potential risks throughout the procurement process, contributing to effective risk management practices. This is essential for safeguarding organizational interests and promoting the successful execution of procurement projects. Additionally, the timely delivery of services is attributed to contract monitoring, indicating its role in enhancing efficiency and meeting service delivery timelines. Furthermore, the implementation of performance contracting with clear target setting is associated with improvements in

the quality of service delivery, highlighting the importance of performance measurement and goal setting. The evaluation of supplier performance throughout the contract duration enables proactive measures to enhance performance and effectiveness, emphasizing the importance of continuous improvement and performance management practices. Contract monitoring is also credited with fostering cooperative and responsive supplier relationships, minimizing contract disputes, and ensuring satisfactory service delivery outcomes for both parties involved. These findings underscore the significance of effective contract monitoring mechanisms in promoting transparency, accountability, and mutually beneficial relationships in procurement processes. The study highlights the critical role of contract monitoring in achieving desired procurement outcomes and ensuring the efficient delivery of services. By emphasizing the importance of effective monitoring practices, organizations can enhance their procurement processes and optimize the value derived from contractual agreements.

5.2.5 Technology

In conclusion, the findings of the study underscore the significant impact of technology on procurement processes, as perceived by the respondents. Across various dimensions, technology has been instrumental in enhancing the efficiency, transparency, and effectiveness of procurement operations. Firstly, technology has led to increased efficiency and information flow within the company, highlighting its role in optimizing operational processes and facilitating seamless communication and data exchange. This underscores the transformative effect of technology on improving workflow and resource utilization. Moreover, the reduction in the average cycle time of the procurement process due to technology signifies the streamlining of processes and the elimination of bottlenecks, resulting in quicker turnaround times and enhanced productivity. This demonstrates the practical benefits of technology in driving process optimization and resource allocation. Furthermore, technology plays a crucial role in promoting transparency and data accuracy in procurement processes. By digitizing procurement activities and eliminating manual document storing systems, technology ensures greater transparency, integrity, and reliability of procurement data. This is essential for fostering trust, accountability, and compliance in procurement operations.

Additionally, the automation capabilities of e-procurement systems enable greater flexibility and control over the purchasing process, allowing organizations to adapt to changing needs and requirements more effectively. Moreover, the use of automation helps alleviate human errors, ensuring greater accuracy and consistency in procurement processes. Overall, the findings highlight the transformative impact of technology on procurement processes, ranging from improving operational efficiency and transparency to enhancing data accuracy and process control. Embracing technology-enabled solutions is essential for organizations seeking to optimize their procurement operations and drive sustainable growth in today's digital age.

5.2.6 Service delivery

The evaluation of service delivery statements by respondents reveals overall positive perceptions regarding various aspects of service provision within the organization. First, the timely delivery of goods is highlighted as enhancing employee productivity, indicating efficient delivery processes and a commitment to meeting operational needs promptly. This underscores the organization's reliability and responsiveness in fulfilling its obligations. Further, the accessibility of services is perceived to be high due to the timely delivery of goods and services, facilitating easy access to necessary items and resources. This contributes to operational efficiency and ensures that users can readily access the required materials to perform their tasks effectively. Moreover, the safety of delivered goods is emphasized, indicating adherence to safety standards and a commitment to ensuring the well-being of users. This underscores the organization's focus on delivering quality outcomes while prioritizing the safety and security of its stakeholders. Additionally, minimal complaints from user departments reflect high satisfaction levels among users, suggesting that the organization's service delivery efforts meet or exceed user expectations. This indicates a strong emphasis on customer satisfaction and a proactive approach to addressing user needs and concerns. While there may be mixed perceptions regarding the suitability of delivered items, overall satisfaction with the services provided by the organization suggests that service delivery efforts are generally meeting the needs and expectations of stakeholders. In conclusion, the positive perceptions expressed by respondents across various service delivery aspects underscore the organization's commitment to excellence, reliability, and customer satisfaction. By prioritizing efficiency, safety, timeliness, and quality in

service provision, the organization demonstrates its dedication to meeting stakeholder needs and delivering value-added services.

5.3 Recommendations

Based on the conclusions drawn from the study, recommendations can be made to further improve transparency in the tendering process within public procurement:

i) Enhance Timeliness: Efforts should be made to ensure that tenders are advertised, evaluated, and awarded in a timely manner, as delays in these processes can undermine transparency and efficiency. Implementing clear timelines and deadlines for each stage of the procurement process can help streamline operations and prevent unnecessary delays

ii) Improve Stakeholder Engagement: Encourage active participation and oversight from stakeholders, including policy makers and external stakeholders, in monitoring procurement processes. This can be achieved through regular updates, stakeholder consultations, and transparency measures to keep stakeholders informed and involved in the procurement process.

iii) Invest in Training and Capacity Building: Provide training and capacity-building programs for procurement professionals to enhance their understanding of legal regulations, best practices, and ethical standards in public procurement. This can help ensure that procurement processes are conducted transparently and in accordance with established guidelines.

iv) Strengthen Communication and Sensitization: Enhance communication strategies and sensitization efforts before tender advertisement. Tand provide an even playing field for all parties involved. This will help raise awareness among potential bidders and guarantee a level playing field for all parties involved. Clear guidelines, workshops, and training sessions can be organized to familiarize stakeholders with procurement processes, requirements, and the importance of adherence to fair practices.

5.4 Future research

Conduct qualitative studies to gain in-depth insights into the experiences and perceptions of stakeholders regarding procurement practices and service delivery outcomes. This could involve interviews or focus group discussions to capture rich

and nuanced data that can complement quantitative findings. Compare procurement practices and service delivery outcomes across different regions or countries to identify contextual factors that influence the relationship. This would help in understanding how socio-economic, cultural, and political factors shape procurement practices and their impact on service delivery.

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APPENDICES

Appendix 1: Questionnaire

Introduction

This questionnaire is for a study titled "Regulation and Service Delivery of Public Water Companies in Kenya." I have identified you as one of my respondents, so please answer the following questions. This research is exclusively academic in nature, and your responses will be used for the study and handled in the strictest of confidence.

Please answer the following questions to assist me in my investigation on sustainable public procurement procedures and attitudes.

SECTION A: GENERAL INFORMATION.

1. Kindly tick your gender

Male [ ] Female [ ]

2. What is your highest level of education?

Secondary [ ] Certificate [ ] Diploma [ ]

Bachelor's Degree [ ] Master's Degree [ ] PhD Degree [ ]

Other (Specify)……

3. Current Employment Status

Permanent [ ] Contract [ ] Other (Specify)……

4. How long have you worked in the current position?

0 - 5 years [ ] 5-10 Years [ ]

10 -15 years [ ] Over 15 Years [ ]

SECTION B:

Please indicate your level of agreement with the following statements: KEY: Strongly Disagree (1); Disagree (2); Neutral (3); Agree (4); Strongly Agree (5).Kindly respond by ticking against the appropriate response that best describes the situation in your institution.

Part A: Transparent Tendering

For the following sections please indicate your level of agreement with the following statements:

Statement of Transparent Tendering	Strongly agree	Agree	Moderately agree	Disagree	Strongly disagree
Information on public procurement easily accessible for all interested parties					
Information on public procurement is presented in a user-friendly and easily comprehensible manner for all interested parties to understand the procurement processes					
Information on public procurement is Published free of cost					
Information on public procurement statistics, records and documents that cover the entire budget execution cycle, including the procurement process are published for interested parties					
policy makers and external stakeholders are allowed to monitor results, outcomes and performance of the procurement processes					
Tenders are advertised/published/ uploaded on time					
Evaluation of bids in your company carried out as per the criteria in the tender document					
Selection and contract award is done as per the PPADA Act 2015					

Part B: Debarment of Suppliers

For the following sections please indicate your level of agreement with the following statements:

Statement of Debarment of Suppliers	Strongly agree	Agree	Moderately agree	Disagree	Strongly disagree
Supplier Debarment policy and guidelines is in place in your organization					
Suppliers who engage in corrupt practices are debarred from company tenders					
Non-Performing Suppliers in the procurement process in your company are debarred					
List of Debarred Suppliers made available when needed for evaluation team to refer to.					
Debarring non-performing suppliers has improve supplier performance.					
Debarring of suppliers ensures your organisation that run their businesses responsibly are contracted and excludes irresponsible suppliers					
You organisation can have increased confidence that they are dealing with suppliers that are fair and honest					
Suppliers have reassurance that they are operating on a level playing field and do not need to engage in corruption to keep up with the competition.					

Part C: Access to government procurement opportunities (AGPO)

For the following sections please indicate your level of agreement with the following statements:

Statement	Strongly agree	Agree	Moderately agree	Disagree	Strongly disagree
Sensitization and awareness for AGPO is done before tender advertisement in your company					
AGPO group have a positive impact on delivery of our requirements					
Access to 30% of all procurement as reserved for AGPO has improved performance of in your company					
AGPO group have a positive impact on delivery of our requirements					
My organization gives preference to local suppliers based on their qualifications					
AGPO suppliers has increased supplier base from which requirements are purchased					
Waiver of tender securities has increased AGPO participation in public tenders					
AGPO enterprises meet quality delivery agreement.					

Part D: Contract Monitoring

For the following sections please indicate your level of agreement with the following statements:

Statement on Contract Monitoring	Strongly agree	Agree	Moderately agree	Disagree	Strongly disagree
Contract Monitoring has increased the level of Contract Compliance of procured services and works					
Contract monitoring Mitigates and reduction of Potential Risks has been achieved in your company at every stage of procurement					
Timely Delivery of services has been achievable due to contract monitoring					
Target setting in the implementation of performance contracting had a positive impact in improving the quality of service delivery					
Evaluation of the supplier's performance throughout the contract allows for action to be taken to increase the performance and effectiveness of the contract					
Contract monitoring ensures that the supplier is cooperative and responsive to our organization needs					
Contract monitoring ensures that there are no contract disputes or surprises					
Contract monitoring ensures that the delivery of services is satisfactory to both parties					

PART E: TECHNOLOGY

For the following sections please indicate your level of agreement with the following statements:

Statement	Strongly Agree	Agree	Moderately Agree	Disagree	Strongly Disagree
Through technology Increased efficiency and information flow has been achieved in your company					
Technology Decreases the average cycle time of procurement process is achieved due to technology					
Technology Makes procurement process transparent and increases data accuracy in your company					
Technology eliminates manual procurement document storing system					
With the help of technology, procurement audits can be done effectively					
Technology Increases procurement data accuracy.					
Technology makes your procurement process transparent					
Procurement areas where approvals take the longest and can be shortened					
e-Procurement systems allow greater flexibility and control over every aspect of the purchasing process					
e-Procurement systems use automation to alleviate human errors in the purchasing process					

PART F: SERVICE DELIVERY

Please respond by ticking against the appropriate option that best characterizes the situation in your institution in this section, which contains comments about service delivery. For the following sections please indicate your level of agreement with the following statements:

Statement on service delivery	Strongly agree	Agree	Moderately agree	Disagree	Strongly disagree
The goods are delivered in time which enhances employee work					
There is accessibility in the services in our organization since the goods/services are delivered in time					
The goods delivered are safe which improves service delivery					
Complaints from user departments in the Company are minimal					
Deliveries are made within the timelines specified in the order/contract					
There is Improved quality of projects undertaken by the Company is enhanced					
The suppliers deliver goods/services that are appropriate					
There is availability of the goods/services which has improved service delivery					
The services provided in our organization are satisfactory					

THANK YOU VERY MUCH FOR YOUR PARTICIPATION

Appendix 2: NACOSTI Research Permit

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NATIONAL COMMISSION FOR SCIENCE,TECHNOLOGY & INNOVATION

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Date of Issue: **25/April/2023**

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This is to Certify that Miss.. MBURU MBURU NUNGARI of Murang'a University of Technology, has been licensed to conduct research as per the provision of the Science, Technology and Innovation Act, 2013 (Rev.2014) in Muranga on the topic: INFLUENCE OF PUBLIC PROCUREMENT REGULATIONS ON SERVICE DELIVERY OF WATER COMPANIES IN MURANGA COUNTY for the period ending : 25/April/2024.

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Appendix 3: Publications

The following paper have been published from this thesis

Nungari Naomi, Oteki Evans Biraori and Juma Richard **"***Influence of Supplier Debarment on Service Delivery of Water Companies in Murang'a County''* Vol. 10, Issue 3, pp: (100-106), Month: July - September 2023.