ANTI-CORRUPTION POLICY MEASURE AND ITS EFFECT ON SERVICE DELIVERY IN TRANS-NZOIA COUNTY GOVERNMENT, KENYA

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ABSTRACT

The research focused on exploring the influence that anti-corruption policy measures have on service delivery within the County Government of Trans-Nzoia, Kenya. The study focused on the extent to which citizen participation and transparency would impact both the efficiency and quality of public services. While borrowing and anchoring the research on institutional theory and the descriptive research design, the study significantly targeted senior staff, selected citizens and departmental heads in charge of county services. Data collection was attained with the help of interviews and questionnaires. The research realized a high response rate that reflected reliable representation of the study population. Notably, with mixed methods, the research process realized collection of both numeric and descriptive data. Numeric data was analyzed using inferential and descriptive statistics as thematic analysis would be applied to descriptive data. The findings showed that transparency mechanisms inclined towards budgeting and public disclosure of the entire procurement process carry a positive impact on service delivery. At the same time, accountability measures such as audits and performance contracts largely enhance efficiency. However, the county government showed inconsistent application of the measures. On the other hand, citizen participation emerged as a critical enabler of responsive governance, though its effectiveness is hindered by limited civic awareness and bureaucratic barriers. Enforcement of anti-corruption policies, while present, was reported to suffer from selective application and lack of political will. The study concludes that while the Trans-Nzoia County Government has made progress in institutionalizing anti-corruption strategies, the uneven implementation of these measures undermines their full potential in transforming service delivery. The findings highlight the need for a multi-stakeholder approach that combines political commitment, civic engagement, and institutional reform.

Key Words: Anti-Corruption Policy Measure and Service Delivery.

INTRODUCTION

History has it that corruption remains a perpetual problem that negatively affects governance, erodes democracy, hinders growth and development and increases governmental turnover. To counter the misuse of public resources, enhance accountability and increase efficiency in service delivery, governments and institutions all over the world remain committed to implementing anti-corruption measures. Nevertheless, corruption continues to pose an overarching challenge to development especially in the developing world where checks and

balances are often weak (Hanna et al., 2010; United Nations, 2003). In Africa, corruption has remained a considerable threat to service delivery and has been noted to be rampant in sectors that should be functioning optimally, such as the health, education, and infrastructure sectors. Corrupt officials siphon off funds meant for development, reducing the quality of basic services offered to the public and making them lose confidence in government institutions. Corruption impacts these citizens in the greatest measure at the local level because they look up to the government for service delivery and the manifestation of accountability (Databases, 127). As a result, anti-corruption polices have been accorded top priority for reforms at the national and sub-national levels in been countries such as Kenya.

The following legal and institutional measures to counter corruption in Kenya have been enacted: the Ethics and Anti-Corruption Commission, the Public Officer's Ethics Act of 2003, the Anti-Corruption and Economic Crimes Act, and the constitutional changes embodied in the Constitution of Kenya 2010. These frameworks were originally put in place to increase honesty, truthfulness, and responsibility within all branches of government. An element of the 2010 constitution that has attracted significant attention is devolution which decentralized political, administrative, and fiscal powers to the 47 counties. The devolution of power was intended to make the government more decentralized, provide fair allocation of resources, and increase efficiency in delivery of services as well as decrease corruption within the nation (Stedtjer, 2018).

For over a decade in implementation, findings indicate that corruption has just migrated to the county level making it even more local and nuanced at times. Several other studies such as those done by the Office of the Auditor General and the EACC have revealed that county governments are riddled with different embezzlement and mismanagement of funds. For instance, the EACC (2018) revealed alarming cases of lost touchdowns in counties like Trans-Nzoia resulting from weak internal controls, lack of compliance, or outright political influence. Trans-Nzoia County like many other counties in Kenya has come under criticism for corruption related matters in core productivity sections such as finance and health. The finance function is involved in the formulation and administration of the budget and purchase and expenditure of goods and services while the health function entails provision of services that are fundamental to every citizen. Corruption extends to irregularities in recruitment, procurement fraud, fake employees, or delayed services have been flagged as issues where anti-corruption measures in these departments seem to be lacking.

Prior research on corruption in Kenya was quite limited and conducted with a macro perspective and thus the current study seeks to fill this gap by investigating the extent to which anti-corruption policies are implemented and enforced at the county level and the influence of this on service delivery. Indeed, policy implementation, which includes an understanding of how these policies are or may be implemented, locally and, more specifically, in the context of county departments, has not received the same scrutiny. Further, there remain few proven strategies for combating anti-corruption, especially within the devolved structures, even though there has been growing concern over the declining quality of service delivery and misappropriation of resources.

The rationale for this study is therefore rooted in the desire to determine the extent to which anti-corruption measures have impacted on the delivery of public services in Trans-Nzoia County. The study targets the finance and health sectors and seeks to understand the extent to which these anti-corruption measures have been implemented, issues experienced during the implementation process, and the effects on efficiency, transparency, and accountability. Through examining the correlation between the policy measures against corruption and service delivery in a devolved unit, the study enhances the current literature on governance, accountability, and public administration in Kenya. It affords a contextualized view on the nature of corruption and the specifics of implementing anti-corruption measures on the ground. In addition, the results of this study will help make policy recommendations that can foster better governance structures and improve service delivery not just in Trans-Nzoia but in the other affected counties as well.

Corruption continues to be a thorny issue that hampers the achievement of good governance and efficient public service delivery in the county governments. However, the fight is still on, both at the national and international level, to try and contain this vice which seems to rear its head time and again, and become a development albatross and public nuisance. This research was premised on the observation that the Kenyan government has implemented anti-corruption measures despite limited validation of their effectiveness at the county level especially in the departments such as the finance and health departments. Trans Nzoia County was chosen due to its centrality and because it is believed to be of interest to the general public. The anti-corruption fight has had some gains as well as losses in the county in focus making it an interesting research area. Thus, in this work, aiming at understanding the implications of anti-corruption policy change strategies for the improvement of service delivery, practical recommendations on the effectiveness of these policies and their functioning are provided together with possible modifications. It should also be important to the general public as they look forward to better service delivery and transparency from their leaders.

Problem Statement
Corruption has hit Kenyan counties hard with increased cases of Inequality, irregularities, and declining quality of services being reported in many Kenyan county governments. This came after the implementation of devolution which is meant to foster efficiency and accountability. While there is a huge body of literature on corruption at the national level, there is limited evidence on how these anti-corruption policy measures play out at the county or other devolved unit levels and the impact they have in departments such as finance and health. Despite the changes in legal and institutional frameworks, there is limited evidence to determine whether improvements have been witnessed in service delivery in Trans-Nzoia County. First, there is the general lack of studies that look at the application of these measures and the experience of public servants and citizens. Thus, this study seeks to assess the effectiveness and the consequence of anti-corruption policies in channeling services in the financing and health sectors within Trans Nzoia County, thus filling a gap in the literatures on governance and public administration.

Research Objectives

The major aim of this research was to examine the Policy measures of anti-corruption and its efficacy on service delivery in Trans-Nzoia County government. The supporting objectives include:

i. To identify the anti-corruption policy measures linked to finance and health functions

ii. To evaluate the anti-corruption policy measure status in service delivery in the finance and health departments

iii. To determine the efficacy of anti-corruption policy measures during service delivery in finance and health departments of the county

LITERATURE REVIEW

The world researchers have delved in this issue of corruption eating up channel of development. The United States for instance had put focus to establish better anti-corruption policy measure to bring corruption to an end. This review of literature on the impact of anti-corruption policy measures on service delivery globally regionally and to Kenya as country and more so on the county governments and in this case Trans Nzoia county. An analysis on topics relevant to the study was done, starting with the identification of anti-corruption policy measures, the assessment of service delivery in County Governments and the evaluation of their impact on service delivery. The literature review process involved combining of key terms and free text words acceptably to conduct the literature search on Google search and Google Scholar.

Theoretical Framework

The study was anchored on the Game theory which argues that Corruption has a way of seeping into fundamental aspect of the economy. This theory illustrates a conflicting situation that may occur between individuals in public offices (Kuhn, 2019). Corruption comes with both merits and demerits in this case an individual could be placed in a situation where they stand to lose more than gain if they choose not to take apart in the act of corruption. In county government for instance if the senior county officials participate in corruption the junior staff are left with minimal choice on whether or not to take part. Therefore attention on the effectiveness of anti-corruption measures may only be achieved through it's application from the top most position stretching out to rest of the staff in the county *(*Kim, Sungwook, ed. 2014)

Anti-corruption policy measures in County Governments

It is evident that the United Nations was on top of the global focus on policies that limit corruption incidents across the countries. United Nations (2003) confirmed that member states reached a guide on the anti-corruption measures. The United Nations identified corruption as a serious development issue whose effects reach every corner of society, prompting coordinated international action to combat it. Most countries in Africa, including Kenya, had signed global anti-corruption accords and treaties to stamp out graft, as asserted by Haseeb and Azam (2021). The plan was to urge the nations and county governments to work together against corruption by making public pledges to follow a set of agreed-upon anti-corruption standards. The UN Convention against Corruption (UNCAC) is one of the international legal frameworks established to combat corruption.

Corruption prevention in county governments is a key part of the international agreements on corruption prevention (Dikmen & içek, 2022). Governments and county governments are urged by international agreements to establish systems that positively impact the fight against corruption. These include measures like a strong regulatory framework that makes it hard to pay bribes or hide illegal money transfers. Notable examples are the lack of a deduction for bribes and corporate fraud (Katzarova & Finotello, 2019). The follow-up mechanism is typically the last item discussed in international agreements on corruption. The agreements encourage the participating states to create mechanisms that might improve international collaboration and technical help to fix the flaws. Therefore, it is notable that modern anti-corruption efforts are grounded in international agreements on corruption.

The pact is not legally enforceable, but it is extremely important because it sets the stage for the war against corruption being waged by county governments and because it includes the participation of the Kenyan government in developing a regional framework for curbing corruption (Senu, 2020). Successive Kenyan governments have tried to base their anti-corruption policies on this regional and international trend, as well as on the country's circumstances (Ngumbi, 2020). According to Maragia (2020), Kenya has ratified international initiatives to fight and stop corruption, which has informed the country's legal framework for ensuring transparency and accountability gaining power in 2002, and revitalizing Kenya's anti-corruption movement (Kinyunyu, 2022). Kibaki's political plan for Kenya centered on combating corruption, especially given the public outcry that preceded his ascension to office following revelations of the corrupt activities of the Moi era. Multiple anti-corruption statutes and frameworks have been enacted since 2002. The adoption of Kenya's new constitution in 2012 was hailed as a turning point in the country's fight against corruption, and it was widely celebrated by citizens (Maragia, 2020). A primary goal of the new constitution is to protect and expand political rights and freedoms by limiting the executive branch's power and bolstering the legislative and judicial branches.

Additionally, the 2010 constitution incorporates the Public Officers Ethics Act of 2003, a law that mandates wealth disclosure for all civil servants as a means of preventing corruption (Ngumbi, 2019). This section supports a meritocratic selection and appointment process for public officials and includes the code for the regulation of civil servants. Informants who speak out against wrongdoing are protected from any potential legal repercussions as a result of the Anti-Corruption and Economic Crimes and Witness Protection Act (France, 2021). Workers in both the commercial and public sectors are safeguarded from retaliation for blowing the whistle, pursuant to the provisions of the Act.

In 2005, the Public Procurement and Disposal Act became a codified piece of legislation. As a result of this, the government of Kenya established the procurement commission, which was given the responsibility of micromanaging all matters regarding procurement and imposing severe penalties for violators of the Act. In Kenya, the Supplies Practitioner's Management Act was enacted in 2007, and it requires all government purchasers to maintain certain levels of education and behavior, in addition to obtaining certification. The Proceeds of Crime and Money Laundering Act were approved by the Kenyan parliament in 2009 (Victor, 2020).

In the Kenyan context, corruption has remained as one of the determinants of the slow progress in governance and service delivery. The constitution of 2010 assigned county governments the task of service delivery as well as the task of eradicating corrupt practices. At the county level, despite having rich legal provisions to combat corruption, the standards are generally below par in terms of implementation. To promote and enhance measures against corruption, counties must adopt National Ethics and Anti-Corruption Policy (NEACP, 2018). These are training, asset declaration system, and disciplinary action regarding ethical behaviour in the civil service. However, lack of capacity in addition to inadequate funding has remained a key issue, particularly on the expansion of implementation at the county level. Another legal tool for promoting accountability in county governments is the Access to Information Act that was enacted in 2016. This law obliges public entities to share information on budgets, procurement and any performance. On paper, it should fill the information gap and provide citizens with tools to combat corruption（Ngigi & Busolo, 2019). The operation of open contracting and digital procurement systems has seen discretion in tender awards reduced across different counties. For instance, Elgeyo Marakwet County has made all procurement tenders in this bracket public through the use of open procurement platforms (Khayundi & Ongaro, 2019). It has also been linked to reduced corruption and increased public confidence. Similarly, sample integrity checks have been used in some countries to see whether those occupying senior county offices possess at least minimal level of ethicality.

However, political influence over the vetting process often compromises the integrity of the vetting panels, and this means that appointments may still be influenced by political affirmative action or tribalism (Onyango, 2018). On top of these topole-type policies, counties include multi-stakeholder anti-corruption forums that involve civil society, private actors, and religious organizations. These offer guidance and directions to activities within a county and consist of practical strategies. But their impact has always been limited by the lack of legal mandate and pastoral support from the counties. They also found out that corruption in county governments is further exacerbated by decentralization of corruption, a situation which is birthed by the formation of many governance units that present numerous opportunities for rent seeking. Owusu, Chan, and Hosseini (2020) point out that decentralization of governance tends to exacerbate corruption risk where central oversight in the count does not exist. As for these efforts at the county level, scholars recommend the implementation of institutional reforms such as establishment of independent offices like County Ethics Commissions, performance audits by independent Auditor General, public audits on county budgets and engaging in performance scorecards to measure the departments' performance (Katzarova & Finotello, 2019). Such changes, however, require political will, adequate resource mobilization, and community participation to be implemented fully and sustainably.

Assessments of service delivery in County Governments
Governments around the world exist to provide for their people more effectively. ASEAN (2011) noted the global reflection takes note of the commonalities in terms of the policy framework, and the structure of the political institutions that prompt rapid economic growth. From the global perspective, the ASEAN region has consistently benchmarked on the

assessment of the public service delivery. It could be established that countries have guidelines that facilitate the assessment. However, there appears to be a disconnect between the expectations of citizens and the reality of service delivery across governments. This indicates that, to the extent that the national government funding was devolved to county governments, there has been little progress toward the goals that were originally envisioned. Despite the good intentions behind global efforts, numerous studies have found that governments are failing to provide enough services to their constituents.

According to Muthui (2016), political patronage manifests itself through unfair practices in public hiring, policy frameworks, and ethnic/tribal power-balancing inside institutions (Yasmin, 2021). There are many ethical roadblocks in county governments' public procurement processes. Unfortunately, serious corruption at the municipal level has hampered progress toward county goals. The county government in Kenya has been hampered in its attempts to improve residents' standard of living by pervasive corruption. Corruption is rampant at all levels of government, from tax disclosure by collectors and contract awards to the misappropriation of local government funds by governors, members of county assemblies, and other officials (Kivoi, Wanyonyi, & Naeku, 2022).

According to Kivoi et al. (2022), County government is the most tangible form of governance and the level of government with which people have the most contact on a daily basis; as such, it has a responsibility to serve its constituents with the highest possible level of service. But as previous research has shown, the Kenyan County governments face many obstacles that hinder effective service delivery, such as a lack of citizen participation, political manipulation and interference, poor leadership, including corruption and a lack of openness and accountability, a weak human resource policy, an inability to adapt to new circumstances, an inadequate workforce, and a lack of strategic planning and evaluation (Eregae, Mokaya & Gikunda, 2019). In order to assess service delivery in Kenya, it is necessary to compare the service delivery outputs, which can include but not be limited to service delivery infrastructure, like schools built or patients treated, and the effects such as customer satisfaction and responsiveness. Indeed, in its research, the Commission on Administrative Justice (CAJ) has noted that the use of client charters and Service Delivery Benchmarks continues to hold the key to enhancing performance at county level (Ngumbi, 2019). Among the most frequent issues found in cross-sectional evaluations outlined below is the segregation of the planning and budgeting responsibilities. Councils can often over-budget or set up large, pro forma projects that often remain on paper for years. For example, while Annual Development Plans (ADPs) and Medium-Term Expenditure Frameworks (MTEFs) are legal frameworks, these documents are infrequently utilized to represent the true process of budgeting (Kivoi et al., 2022). Surveys done to determine the level of service delivery have shown that provinces like Nairobi or Mombasa are not on the same level as provinces like Turkana or Wajir. Challenges that urban counties face include complexity arising from infrastructure and density as compared to the rural counties that face challenges with movement and space for accommodation in addition to limited personnel. This calls for differentiation on the structure of the assessments rather than seeking a model that fits all.

However, county projects' sustainability has become a topical issue of discussion. Majority of service delivery interventions are begun without a feasibility study or even identifying needs of the community. This led to counties establishing white elephant projects—facilities that are built but now do not even have functional staff, power, or recurrent budgets. For instance, some counties have built new hospitals and other health-related facilities only to discover that they have no workers or equipment (Chepngetich, 2018).

How intergovernmental relations impact on service delivery is another critical area of interest. Intermittent conflicts of the national and county governments over resource allocation and sharing of functional responsibilities have hampered the delivery of services in key sectors such as health and agriculture. Intrusion of the national government in county operations may cause problems of duplication or conflict since there is no political synchronization between the two tiers of government (Yasmin, 2021). This political structure has a very big impact on counties particularly in the provision of services that require joint efforts among the counties. Lastly, counties also experienced difficulty in implementing and maintaining Monitoring and Evaluation Systems. Most ministries and other small organizations have some form of M&E unit but many of these are poorly staffed and poorly equipped to effectively monitor progress and gather data to feed into ACOs.

In a nutshell, although the formulation of service delivery frameworks within Kenyan county governments may be slightly improved, the country is faced with structural weaknesses, inadequate monitoring, political interferences, and limited capacity. Longer-term, enhancing M&E systems, citizen participation, careful feasibility analyses, and enhanced collaboration among multiple levels of government will be important to achieve enhanced results for service delivery in the counties.

Conceptual Framework

For effectiveness in service delivery in the County of Trans Nzoia which is a major objectives, there should be a direct relationship between independent variable and dependent variable, the independent variable in this case of Trans Nzoia county is the anti-corruption policy measure which includes accountability, objectivity, transparency, relevancy, timely changing of practice, employment of professional and relevancy in the various places of work by county employees. The dependent variable is the improved service delivery, however the existence of intervening variable which are the limiting factor that's political favourism, bribery, nepotism, embezzlement, and bias play in employment leading to inexperienced employees of the county this reduces the effects of independent variable on dependent variable resulting to poor service delivery. In the diagram 1.1 we see our independent variables effectiveness in service delivery (dependent variable) is affected by the intervening variables causing the poor service delivery (Rodman, Hyman.1980)

Independent variables   **Intervening variables**.   **Dependent variable**

Anti-corruption   policy measures

- Accountability
- Timely changing of a practice
- Accuracy
- Relevancy
- Objectivity
- -Employment of professional
- -Transparency in service delivery

Limiting factors

-Political favourism

-Bribery

-Nepotism

Improved service Delivery
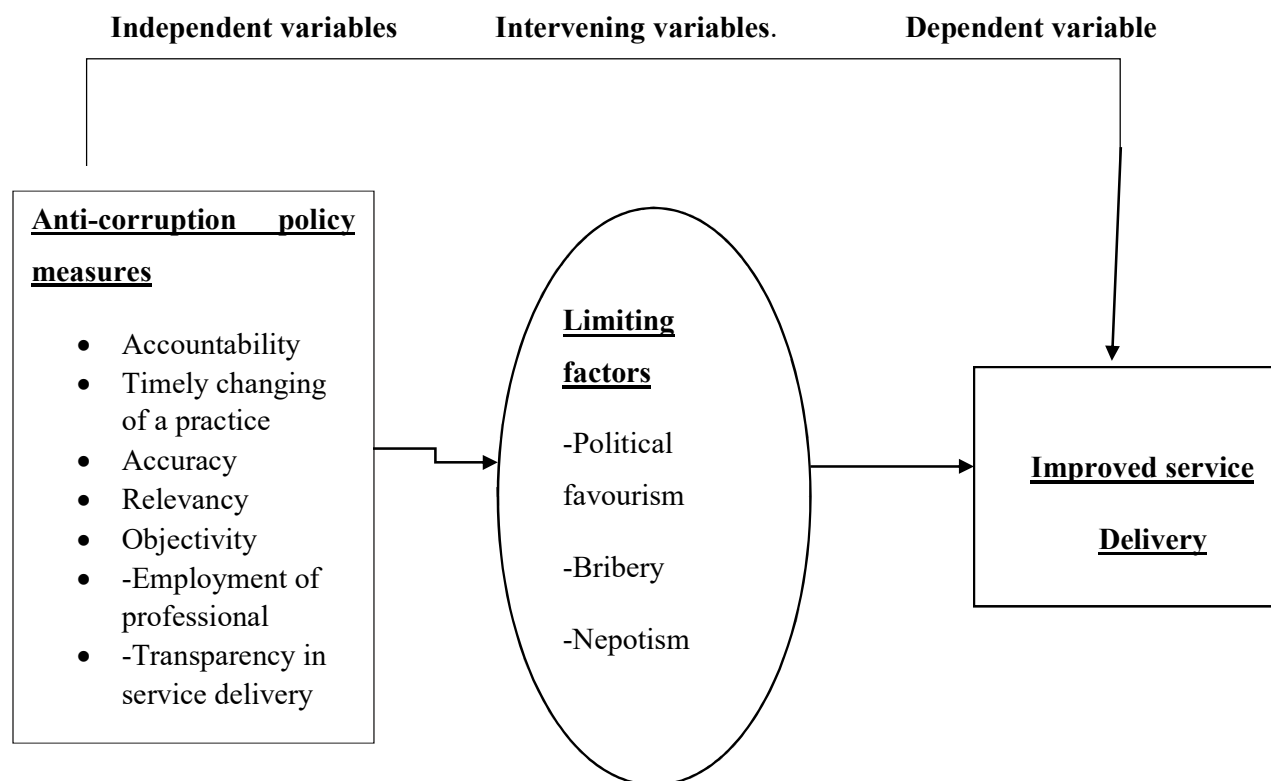
RΙSEARCH DESIGN AND METHODOLOGY

The study applied a correlation method as the research method was regarded as quantitative as it heavily relied on primary data, which is numerical and descriptive at the same time. The research process was conducted in the precincts of the offices of Trans-Nzoia county government. These offices are located within Kitale town near Ambwere Plaza and adjacent to the law courts and some constituencies' offices, chief's office in Sibanga and the Sibanga health center all those within the county. Perhaps, the mentioned places served a great deal of providing the research participants for the research process. The Trans Nzoia county government was ideal location for this research as it's my home county and some of the county officials are not strangers. Also the location of the offices well known to me and its central location convenient as the majority of the county staff works in these offices. Also it was cost effective as transportation cost was never an issue and also easy coordination.

The research paid attention to county government officers in Trans-Nzoia as its target population. This study population was assumed to have the knowledge and understanding of governance practices in public offices at County level. The county officers, in this context, include the senior and junior officials in different ministries, Healthy workers, local chiefs and local population working in different parts within the county.

The probability sampling method was ideal as the persons of interest never knew if they would be included in the sample. Therefore to reach more reliable findings, the research capitalized on the simple random sampling aimed at reaching a homogenous population. The technique

would capitalize on a criterion that would take into account the duration that an officer would have served in the county government, seniority of the officer, experience in public service, knowledge in policy frameworks adopted at county level and anti-corruption projects, training or education program an officer would have attended in the past 3 years. The same was done with the local chiefs, the health workers in Sibanga health center and the general public.

The research targeted a total sample size of 80 participants with 20 assigned to the interview process and 60 assigned to the questionnaire. This a good representation of the number of the county participants and could give a clear picture of the county on service delivery also this size is cost effective and easy to coordinate. Having a target population helps set clear direction on the area of study and it's objectives, therefore research would be more substantive if it hits 80% of each group as a turnout on the eve of the research.

The study collected primary data using a questionnaire and an interview guide. Data analysis adopted two significant tools. The first one is the statistical analysis, which does the summaries and presentation of data. The second tool is the regression analysis, which would be deriving relationships across the variables. Regression analysis will make it possible to establish the relationship between variables in the study. The variables are often marked as dependent or independent. A dependent variable, also known as an outcome, is influenced by an independent variable, which is an input, driver, or other element.

RESULTS AND FINDINGS

A total of 80 respondents were approached. . However, after cross-checking and data cleaning of the survey questionnaire and the interviews, only 72 of the respondents completely and correctly filled out the survey questionnaire and the interviews. Out of the 72, 34 respondents were female, while 38 were male. Data on age distribution indicated that 16 were between the Age of 20 to 30 years, 32 were between the ages 31 to 45 and 24 were between the ages of 46 and 60 years. This findings shows that majority of the respondents were between age 31 to 45 years. Data on the level of education indicated that majority of the respondents that took part in the survey were diploma graduates. Of the 72 respondents, 38 had diploma, 13 had certificates and 21 had degree and above.

Anti-Corruption Policy Measures Linked To Finance and Health Functions

The first objective of this study was to identify the anti-corruption policy measures linked to finance and health functions. The findings show that the Trans-Nzoia County Government has put in place key policies to curb corruption. As shown in Graph 2, 86.1% of the respondents either agreed or strongly agreed that county laws ensure openness, equity, and efficacy in hiring. 94.4% of the respondents said that there are county laws for revenue collection that control and defer corruption. 58.35 of the respondents generally agreed that the county government has laws that punish any servant who accepts bribery in exchange for service delivery. Moreover, 72.25 of the respondents agreed that there are county laws that allow regular employee audits of assets. However, the findings equally show that the county government has missed on other important. As shown in Graph 2, 62.5% of the respondents disagreed that the county government provides the system protection for county employees

who report acts of corruption in good faith. 72.3% of the respondents also disagreed that the county allows all its employees to take part in decision-making on matters of the county. Moreover, 70.8% of the respondents disagreed that the county holds frequent audits of employees in the county offices just in case of ghost workers.

-Corruption Policy Measure Status in Service Delivery
The second objective of this study was to evaluate the anti-corruption policy and measure the status of service delivery in the finance and health departments. To achieve this objective, the research conducted interviews with the county executive committee and a section of the junior managers in the finance and health departments. The main theme that emerged from the interviews is that there is awareness of anti-corruption policies, as most of the officers interviewed demonstrated a good understanding of existing anti-corruption policies. Training sessions and workshops have been conducted, but some officers expressed the need for ongoing education to keep up with evolving standards. The findings also show that there is a general commitment to implementing anti-corruption measures, particularly in the health department. However, inconsistencies in the application were noted, with some officers citing ethical issues and insufficient monitoring as barriers.

Q3. Do you think how the cases of corruption were handled was satisfying enough to scare those who intend to do the same in the future?
Respondent 46: *"I think the cases were not handled effectively majorly due to lack of resources and again some officials concerned with handling corruption cases lack effective monitoring procedures."*
The findings form the interviews also indicated that anti-corruption policies in the county has impacted service delivery. The officers interviewed reported improvements in transparency and accountability in service delivery. For instance, the respondents noted that there has been streamlined procurement processes which have reduced opportunities for corruption. However, challenges remain, especially in the finance department, where bureaucratic inefficiencies persist.

Q8. What are the notable changes in terms of service delivery in the county after the implementation of the fight against corruption?
Respondent 28: *"There has been great improvement in the procurement processes. With the anti0-corruption polices, the procurement processes are now fast and efficient and money is currently not lost in fraudulent procurement processes."*
This study also shows that the county government has adopted interdepartmental collaboration and public engagement programs in a bid to curb corruption. Collaboration between finance and health departments has improved, with joint efforts to ensure compliance with anti-corruption measures. However, silos still exist, leading to gaps in information sharing and coordinated action. Through public engagement, there is a recognized need for greater public awareness and involvement in monitoring service delivery. Officers suggested initiatives to educate the community on their rights and the importance of reporting corruption.
Q4. Has the county government adopted any comprehensive program to fight corruption in the county? Yes/No If yes, name the program

Respondent 13: *"Yes the county has programs to fight corruption. One such program is interdepartmental collaboration in which all department work together in fight against corruption. There is also the public engagement program in which the county work with the public. The citizens are educated and sensitized to act as whistleblowers on any corruption cases they see among the county officials."*
Moreover, the findings from the interviews indicated that the county has adopted anonymous reporting channels, which are a positive step in fighting, but officers noted a culture of fear surrounding whistleblowing. Many are reluctant to report misconduct due to potential reprisals.

Q7. The whistleblowers, in the matter of suspected corruption crimes, were they given protection to encourage reporting such matters to the management in the future?
Respondent 9: *"Whistleblowers in this county are not given enough protection. This has made many to fear reporting corruption cases especially junior county employees who fear losing their jobs in case they report their seniors."*
The respondents also cited recommendations and measures for improvement to ensure that the county effectively fights corruption. The major themes that emerged as far as recommendations is concerned is that the county need enhanced training programs on anti-corruption for all staff levels and Strengthening of its monitoring and evaluation mechanisms to ensure consistent application of policies. The county also need to developing a more supportive environment for whistleblowers and increasing public engagement initiatives to empower citizens in oversight roles.

Q10. How can the management put its people in check against corruption in the county?
Respondent 8: *"I think the county management need to strengthen its monitoring and evaluation mechanisms to ensure consistent application of policies and develop a more supportive environment for whistleblowers."*

Efficacy of Anti-Corruption Policy Measures During Service Delivery
The last objective of this study was to determine the efficacy of anti-corruption policy measures during service delivery in the county's finance and health departments. The findings, as depicted in Graph One, show that the majority of the respondents agreed that the anti-corruption policies implemented in the county have helped in service delivery. 83.3% of the respondents either strongly agreed or agreed that recruitment of the county official is done through advertisement and interviews for fare selection. 86.1% either agreed or strongly agreed that most vacancies are created through resignation, retirement, incapacitation and death as opposed to corrupt creation of vacancies. 72.2% of the respondents also agreed or strongly agreed that the promotion of employees is based on outstanding performance, years of stay in the job group and education advertisement. However, 52.8% of the respondents either disagreed or strongly disagreed that there are there higher chances of promotion. 69.4% of the respondents agreed and strongly agreed that employees' skills and experience match their position. Moreover, 61.1% of the respondents strongly agreed or agreed that recruitment of the county is done through fair and just means. Generally, the findings indicate that the anti-corruption policy measures put in place by the Trans-Nzoia county government are effective.

The regression analysis was conducted to test the relationship between the anti-corruption polices, which is the independent variable, and service delivery as the dependent variable. The regression analysis shows an R square value of 60%, implying that 60% of the variability in service delivery is explained by the anti-corruption policies. This means that there is a relationship between anti-corruption policies in the Trans-Nzoia County government and Service delivery. Also, the P value from the regression analysis is less than 0.05, *P-value <0.05,* showing that the coefficients are statistically significant. This means that there is a meaningful association between the independent and the dependent variables.

CONCLUSION AND RECOMMENDATION

Conclusion
The objective of this study was to explore the impact of anti-corruption policies in enhancing service delivery in the finance and health departments of Trans-Nzoia County. This was occasioned by the fact that corruption remained rife in devolved governance structures in Kenya, even when several institutional and legal measures had been put in place to address it. The purpose of the study was to establish the state of these anti-corruption policies, how they are being applied, and the overall extent to which they influence service delivery to the public. Data collected from surveys and interviews with county officials, health workers, local administrators, and residents of the sampled counties provided the study with several insights that inform this conclusion.

Restating the Research Objectives
This study was aimed at three broad objectives;
- To identify the anti-corruption policy measures linked to finance and health functions
- To evaluate the anti-corruption policy measure status in service delivery in the finance and health departments
- To determine the efficacy of anti-corruption policy measures during service delivery in finance and health departments of the county

Summary of Key Findings
The objectives were explored through data collection and interpretation supported by literature and findings from the local reality. These recommendations provide important information on what has been done well, what has not been accomplished, and areas in which the county has fallen short in its fight against corruption and effort to improve governance.

This study explored the complex issue of the association between the implemented anti-corruption policy measures and impacts on service delivery in the Trans-Nzoia County Government. The research findings have suggested that anti-corruption mechanisms are effective but work under a complex background of ethical and political factors that predetermine the effectiveness of service provision. This study has revealed that corruption control initiatives in Trans-Nzoia County have been successful as well a failure in some aspects. First there has been put in places measures like inter departmental collaboration and public participation programs as well as prompt supply and unveiling of procurement exercise

that has been very helpful in preventing corrupt practices. These measures have contributed to the enhanced governance structures hence leading to increased responsibility on human resources and general management of the county resources. Citizens' trust has been gradually rebuilt evidenced by improvements in numbers of people participating in governmental activities and also better means of expressing their opinions.

However, the study also presented various bottlenecks that hinder efficiency in the implementation of those policies. Battles against corruption seem to be virtually endless due to the nature of corruption when it becomes entrenched at local levels. The bureaucrats along with other key players of the society, the local leaders have been shown to resist change and in the process, have been a major force in the collapse and worsening of the anti-corruption measures through loopholes, bureaucratic bottlenecks and other hurdles. These challenges has led to an awkward situation whereby while there are aggressive policies in places to support the services, the real delivery of the services has remained poor and has in fact deteriorated in some areas. One of the most important discoveries of this study is the necessity of capacity improvement in the governmental organizations. Ideally, benchmarking of the strategies, which is an anti-corruption policy by definition, as a set of guideline, remains insufficient, and the actual work that goes along with it, often fails to launch for the lack of proper training and support. Consequently, enhancing institutional capacities for specific training and provisioning can play an important role in enabling public officials act ethically and efficiently in carrying out the combating corruption programs. Moreover, the setting of effective measures to track results of combating corruption in relation to the delivery of public services implies increased delegation of responsibilities. Learning assessment can also be applied continuously, which will enable one to have feedback on areas of weakness, hence have intervention earlier. Such frameworks would not only transparent but would also guarantee that services delivered match those that are expected by the people.

Based on the findings of this research, several recommendations can be made to enhance the effectiveness of anti-corruption policies in Trans-Nzoia County. The political class should practice anti-corruption by being accountable and quite often practicing transparency. This extends to constant reporting to the public on the elimination of corruption and the results attained. The County should also formulate strategies that would increase public participation in the governance of the County. This includes creating mechanisms through which citizens can raise their concerns or recommendations concerning the services delivered and the measures taken on corruption. There is also the requirement for implementer-oriented and capacitive reinforcement and training of ethical anti-corruption governance approaches for public servants. This will give them the required abilities on how to properly implement the policies. Further still a comprehensive and resourced monitoring and evaluation system should be put in place to ensure regular assessment on the effects of combating corruption practices onto the service delivery processes. This will allow learning from experience and encourage accountability.

In a nutshell, enhancing the effectiveness the anti-corruption policy measures that have been put in place in Trans-Nzoia County requires a multi-sectorial approach strengthened by a leadership that display political will and involving citizens and enhancing institutional

capacity. This study has shown that challenges to the effectiveness of the anti-corruption measures are weighty, but it can be stated that with strong collective initiatives of all associated actors, it is possible to establish an effective model of governance that will not only minimize corruption activity, but also increase the efficiency of service delivery for the further benefit of all citizens. It means commitment, creativity and shared belief in the capacity of the institution to do the right thing, the right way every time in the process of the Trans Nzoia county building.

Implications for Policy and Practice
Based on the results of this study, there are some applied implications and policy prospects:

Strengthening Implementation Mechanisms - Notably, these policies require corresponding legal measures and unambiguous strategic approaches to implementation. This covers the routine audits, performance assessments, as well as procedures for handling crooked officials.

Departmental Benchmarking - Effective practices from relatively successful departments such as the health sector should be documented and made available for use in other departments. Senior leaders must create a culture of cross-learning simply because cross-learning promotes accountability and utilizes improvements.

Capacity Building and Training: It is for this reason that it is of paramount importance that there be continuous professional development for county staff. The training programs should enrich the technical knowledge but also target aspects like ethics, integrity and understanding of public service values.

Contribution to Knowledge: This paper seeks to add to the existing knowledge on devolved governance, public administration, and anti-corruption measures in Kenya and sub-Saharan Africa. In doing so, it offers a rich, micro-level analysis of implementation at the county level that complements macro-level research and discussion prevalent in scholarly and policy circles. It also shows the challenges of combating malfeasance in decentralized systems of governance when political, societal and administrative dynamics are intertwined. This aspect of the study underlines the significance of quantitative data in assessing the effectiveness of the governance policies. The use of both qualitative and quantitative data makes the analysis more robust as conclusions draw from real-life experience as well as statistical trends. This framework may be useful for studying similar governance configurations in the future.

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