



EFFECT OF FEEDBACK MECHANISMS ON PUBLIC PARTICIPATION PROGRAMMES IN TURKANA COUNTY GOVERNMENT-FUNDED PROJECTS

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Abstract

The new public management era calls for fuller and more inclusive democratic participation in pursuit for efficient, effective economic development. Specifically the study sought to investigate the effect of feedback mechanisms on public participation programmes in Turkana county government-funded projects. The researcher used stakeholders' theory to inform the conceptual framework of the study. Using explanatory research design, a survey tool containing dichotomous scale questions was used to collect quantitative data. Qualitative data was collected by interview schedules that targeted key informants. Yamane sampling techniques formula helped to determine the sample size of 286 out of the 1005 population. The data was collected from 286 committee members managing the 67 construction projects funded by the county government of Turkana in the 2018/2019 financial year. Data was analyzed using Logit model at 95% confidence level. The findings revealed feedback mechanisms had no significant effect on public participation programmes of county government funded construction projects in Turkana. Consequently the study recommends that the county government of Turkana review

the Turkana county public participation Act to mainstreaming vernacular radio stations as their main communication channel. Formulators of public messages should focus on relevance and clarity of messages and the County should improve the communication network infrastructure. Further studies should consider effect of communication strategies on public participation in national government and non-governmental funded projects.

Keywords: Feedback, Mechanisms, Public, Participation, Programmes, County Government-Funded Projects

INTRODUCTION

Public participation is the process and practice of involving ordinary people in designing agenda, policies and decisions that affect them. Public participation Programme is an act of engaging the citizens on matters of public interests. The matters include policy and legislation formulation as well as program and projects that deliver the public good. In advent of new management era, governments are called to provide mechanisms through which the public participates in such affairs. Governments that were committed to expanding space for citizen involvement in management of their affair register good relationships with their subjects (Bosman, 2014).

Evidence and lessons from Latin America confirm that Brazil, Colombia, Guatemala, Mexico, Paraguay and Peru institutionalised local councils made up of civil society organisations, academicians, private sector, women, youths and indigenous people to broaden local participation. Through local councils, citizens contributed innovative solutions to their development challenges. The governments turned these solutions into responsive policies that addressed citizens' needs. An Americas Barometer survey further revealed that public participation increased public trust in the local governors and fought corruption significantly (Neshkova & Kalesnikaite, 2019).

Experiences from Gaza Strip in Palestine revealed that weak local governments involved communities in their service through disclosure of information and consultations. However, public participation Programmes encountered legal barriers among other challenges such as poor public awareness, deficiency in skills and knowledge capabilities among community members, lack of social capital. The communities in Gaza strip did not trust their local leaders, too (Enshassi & Kullab, 2014).

In South African perspective, public participation programmes played crucial role democratic and accountable governance. Involvement of communities and community organisations made provision of services by the government to communities open and

sustainable. In 1996, the Republic of South Africa mainstreamed involvement of citizens in local governments' affairs in its constitution. Chapter 7 of the *Constitution of the Republic of South Africa* creates cooperative system between national and local government and provides opportunity for structured participation of the public at ward level. However this dream is far from being realised (Tshoose, 2015).

In Nigeria, for example, emasculating of public participation programmes are frustrated by state formations associated with colonial hangovers and ethnic identities (Muse & Narsiah, 2015). The Government presume that it knows what will benefit the poor better than the poor themselves. Muse and Narsiah (2015) further suggested that Nigerian government should come up with policy framework that eliminated barriers to public participation programmes. Citizens should clarify their own needs and priorities see participation as essential for establishment of community cohesiveness. It enables members to live together, share common norms, values, fears, and challenges as well as embrace the principle of partnership with the dynamic of change and development which bring about democracy and personal empowerment, build the tendency to associate, establish link, live inside each other and cooperate.

Mulwa (2008) argues that an organization that lacks commonness and diversity of interests and vision is likely to challenge attainment of the objective, while limited awareness will affect the quality of project. Naive understanding of notions like 'community', 'Participation' and 'social capital' can obscure differences that critically influence outcomes. Such differences may arise from multiple sources. They may be driven by local structures of power, authority and gender, by social divides based on caste, race or ethnic identities, by differential interests in the provision of particular public goods or services or by differential resources due to economic inequality (Mansuri & Rao, 2004).

Public participation programmes in Kenyan counties is ailing. Using Afro-barometer (2015) survey and a probit regression technique, Mbithi, Ndambuki and Juma (2018) discover that participation increased with approval of governor. However, citizens in the 47 counties had difficulties in influencing decision making, county assemblies were unresponsive and accessing information was a nightmare (Mbithi, Ndambuki, & Juma, 2018). A study by Ketoyo (2017) in Nairobi revealed that most of the construction projects in health, education, roads and trade sectors were commissioned without public inputs consequently attracting resistances and prolonged implementation period. In Kisumu County funded projects that stalled range from village colleges, toilets, resource centres, roads to dispensaries because of ineffective communication (Awuor, 2019). In Mombasa, implementation of public projects faced challenges due to poor public participation, too (Galgallo, 2015). In Kajiado County, the story was found to be the same (Birishia, 2017).

Feedback is either verbal or non-verbal message sent by the receiver to the sender after the information from the sender is delivered to him. Once the receiver gets the message, feedback mechanism gives the receiver an opportunity not only to react on content and the context of the message, but also giving new suggestions to the sender about the message (Dixit, 2018). Feedback is the last phase in the communication process that makes communication complete and effective. For feedback to be effective, Bosman (2014) in his study on organizational behavior in India, suggest that both sender and receiver have to mind about timing, relevance, behavior not personality and desire for growth. Feedback is positive when it affirms and reinforces current happening and negative when in a destructive manner replays a wrong behavior. It becomes constructive when it points at improvement aspects (Bosman, 2014). Positive feed forward implies that the receiver understands the message and is satisfied. Therefore no change in future should happen. Negative feed forward, suggests that for better results to happen in future, changes on the current behavior must be implemented (Dixit, 2018).

In a mixed method survey on 65 students in United Arabs Emirates colleges, it was discovered that feedback evaluated the success of communication between teachers and students, made learning smooth, boosted morale of students and enhanced willingness of students to make corrections for improvement (Sharma & Sharma, 2017). In rural china, a study on 4000 left-behind children aged between 8 and 10 years old revealed that feedback strategy raised their test scores in mathematics (Siebert, Wong, Wei, & Zhou, 2018).

Feedback as a communication strategy in construction projects in Turkana County is herein contemplated as a measure of subjects being motivated and interested in the ongoing development project. Feedback also imply that the community members understood what was going on and that by replying to the County Government of Turkana gave both new insights and suggested corrections during the construction. According to Dixit (2018), feedback from the ruled would cause proper coordination between departments and improve relationship between the rulers and the ruled in the County.

Kizlik (2010) argued that community-based development relies on communities to use their social capital to organize themselves and participate in development processes. Thus, concepts such as participation, community, and social capital are critical to how community participation in resource provision is conceptualized and implemented. Project managers have finite amounts of money for project execution, and this varies with the size and complexity of the projects.

The promulgation of Kenya Constitution (2010) ushered in new governance regime with a two-tier government and forty-seven county governments meant to deepen democracy,

decentralization and public participation. The two-tier government has national and county governments. The counties are charged with the responsibility of providing services to the local people; providing solutions to social challenges and well balanced development, regionally.

After 2013 general elections 47 counties, being embodiment of decentralization and bottom-up style of public management, were formed in accordance to the new 2010 constitution of Kenya. Turkana is one of the 47 counties, obliged by the chapter eleven of the constitution to provide public good and services to the citizens after engaging. This is further outlined in the Turkana County Public Participation Act 2014 and the County Public Participation Guidelines of 2015 (Ministry of devolution and planning, 2015). Despite clear successes in establishing county governments and public participation framework, the Interim Report on Task-force on Devolved Government Reform in Kenya (ITFR, 2016) revealed corruption, mismanagement, political patronage and exclusion of citizens in governance.

In October 2014, the County Government of Turkana established a framework for public participation programmes. The framework is founded on Turkana County Public Participation Act. The Act envisages devolved units managed by sub-county administrators, ward administrators and village administrators as well as village councils as avenues of engaging the citizens on matters of public interest. The Act aims at developing a framework that would conveniently inform, engage and make the Turkana people participate in matters concerning budgeting, legislation, development programs and service delivery. It also provides for written and oral submissions over the same matter (The County Government of Turkana, 2014). In addition Act established the County Budget and Economic Forum (CBEF) to allow the communities in Turkana give their views and inputs in planning and budgeting. CBEF is chaired by the governor and its membership includes county executives, professional body representatives, business people, women, people with disabilities, faith-based organizations and the marginal people representative.

Statement of the Problem

The new management era demands that all people are included in making decisions on matters that affect them. However, most government institutions rarely give their citizens meaningful engagement in policy and decision-making processes. In Turkana, for example, the new public management ideals of providing public value through public participation programmes are notably challenged (ITFR, 2016). On Review of status of public participation programmes and county information dissemination frameworks, it was observed that the County Government of Turkana did not adequately give public participation platform to its citizens. If

they did citizens had their say which did not bind the executives over development projects (Oduor, Wanjiru, & Kisamwa, 2015).

In many times, participation is restricted to selected groups and individual with advantage of technical knowledge, excluding vast majority of taxpayers and consumers of the government goods (Odero, 2011). In other words information dissemination framework was weak; hence public participation programmes suffering from communication deficiency (Evans & Reid, 2013). The framework denied citizens opportunities for shared learning and the effective involvement in development projects that concern them. It means that a serious communication breakdown or gap exists between the citizens of Turkana and the county government. In effect 24.7% of the citizens understood how devolution works and only 1% of the citizens mentioned being involved in policy development (The Society for International Development, 2012).

Transparency International in 2014 on County Governments Performance in Kenya found out that 41% of the Kenyans in the 47 counties were dissatisfied alleging ineffective communication, poor prioritization of projects, inadequate human and financial resources, lack of adequate control and evaluation measures, leadership and poor coordination, socio cultural factors and political factors. This study therefore focused on how feedback improve public involvement and bridge the gap existing between the citizens of Turkana and their County government.

THEORETICAL FRAMEWORK

Stakeholder theory was developed in 1980s by Richard Edward Freeman as a stakeholder approach to strategically managing the unprecedented turbulent environment. According to the theory stakeholders are vital individual or groups that either are affected or affect the survival and achievement of the desired objectives (Freeman, 1984). Examples of stakeholders include customers, employees, local communities, suppliers and distributors, shareholders. Others are media, the general public, business partners, future generations, founders, academics, competitors, NGO's activities, trade unions or associations, financiers, government, regulator and policy makers. If treated well, stakeholders will reciprocate with positive attitudes and behavior towards the organization (Harrison, Freeman, & Abrei, 2015).

For instance general public would share valuable information and customers buy more products. The government would provide tax breaks or other incentives. Financiers would provide better financial terms, shareholder would buy more stock and employees would work hard and remain loyal to the organization even during hard times. The organization must create value not only for shareholders but for all stakeholders well so as to harness stakeholders' energy towards achievement of organizational goals (Argandona, 2011).

Creating the value for stakeholders is a function of strategies invoked by management depending on typologies of stakeholders. For groups that are supportive, offensive strategy would be appropriate. It means altering stakeholders' objectives or worldview in order to make them embrace the program. In circumstances of non-supportive stakeholders, the leaders would use defensive strategy to prevent competition. It involves reinforcing current norms, maintaining current programs and letting stakeholders drive the integration process. Swinging strategy applies when 'mixed blessing' group exists. It involves changing the rules, decision forums and transaction process. When the group is marginal, hold strategy works. The organization should stick to current position and continue with current strategic programs (Fontaine, Harman, & Schmid, 2006).

In the context of this study the stakeholder theory unfolded engagement of the citizens (stakeholders) with the county government. The county government of Turkana should go beyond creating value for its suppliers (contractors) and employees. It should equally reach out to the poorest and marginalized citizen. Their opinion should count and be integrated into the final County Integrated Development plan. Inclusion of such groups towards the achievement of the County's goals would reduce conflict, delays, pilferage and corruption in the construction project. Beyond engaging communities in Turkana, the county should harness the strengths of each stakeholder, too.

Though the theory has been praised to be comprehensive and complex in unfolding stakeholder engagement in a highly dynamic environment (Barney & Harrison, 2018), it has been faulted with equal measures to be corporate-centric in focus (Ali & Abdelfettah, 2016); hence its inability to address county government- stakeholder relationship. It is also observed that the theory is caught up in a corporate social responsibility (CRS) - profit paradox. The paradox builds tension between stakeholder (societal) approach and the shareholder approach whose balance is almost impossible. Consequently, the stakeholder approach becomes broad and impractical (Hahn, Figge, Pinkse, & Preuss, 2018).

RESEARCH METHODOLOGY

Research Design

The study adopted an explanatory research design. Explanatory research design is a method used to describe the cause-effect relationship (Cooper & Schindler, 2011). In the use of cause-effect, the "cause" was linked to the ability of the communication strategies to impact public involvement in construction projects which was the "effect." Both quantitative and qualitative data was merged during analysis.

Study Area

The research was carried out in Turkana County. The county is administratively subdivided into 6 Sub-Counties, namely: Turkana North/Kibish, Turkana Central, Turkana West, Turkana East, Turkana South and Loima Sub-Counties; with a total of 30 wards. The county headquarter is in Lodwar town (The County Government of Turkana, 2017).

Target Population

According to the Kenya National Census of 2009, the total population of Turkana County was at 885,261 people (52% Males, and 48% female). Their settlement pattern is nomadic; determined by climate, availability of water and pasture, soil fertility and infrastructure. According to the Turkana County reports there are 67 construction projects built in 2018/2019 financial year to serve the vast region (Turkana County Government, 2019). Each project has a representation of community made up of 15 members. In total there are 1005 people representing the community on the projects.

Sample and Sampling Techniques

A sample is a representative subset of a population (Nassiuma, 2017). Out of the 1005, the researcher obtained a sample using Yamane formula. From the target population of 1005, Taro Yamane (1967), sample size formula modified by Kent and Myers (2008) as cited in Etuk and Akpabio (2014) was used to select a sample size of 286 citizens from Turkana County as shown below:

$$n = \frac{N}{1 + Ne^2}$$

Where:

n = Sample size

N = Population size

e = the error of Sampling

This study allowed the error of sampling of 0.05. Thus, sample size was as follows:

$$\begin{aligned} n &= \frac{1005}{1 + 1005 \times 0.05^2} \\ &= \mathbf{286} \end{aligned}$$

The sample size was distributed proportionally according to Neyman's allocation formula (Carfagna & Arti, 2007). The purpose of the method was to maximize survey precision, given a fixed sample size.

Construction projects for the 2018/2019 financial year were 67 (Turkana County Government, 2019). Each project was run by 15 member committee. The total membership of the 67 project was 1005 people representing the community. From the 1005 population, the 286 people to be surveyed were picked using fish bowl techniques. Under this method, 1005 pieces of small papers representing the population was put in a bowl, mixed up and the researcher blindly picked one piece each time till the determined sample number of 286 was gotten. This ensured that all committee members were given an equal chance of participating in the study.

Data Collection

Data collection strategy was by survey. The survey helped gather both quantitative and qualitative primary data using semi structured questionnaires and interview schedules. The questionnaires were applied on community members who are directly affected or affect the implementation of construction project in the six sub counties of Turkana. The interview schedules were applied on key informants who were county officers and project officers implementing the construction projects in Turkana. In order to uncover underlying prejudices in primary data collection techniques, the study carried out in-depth interviews.

Reliability of Research Instruments

According to Progress et al. (2013) reliability refers to reproducibility; that similarity of results can be traced in an independent but comparable measure of the same object or construct. It measures the internal validity and consistency of items used for each construct by showing how items in a set are closely related (Molla & Bissdoff, 2012). Internal consistency reliability method of coefficient alpha was used to test reliability of the attitude scale. Coefficient alpha is not only a function of the number of items but also their magnitude of inter correlation. Usually the value of the co-efficient alpha is a positive; ranging between 0 and 1. Alpha should be at least 0.7 for a scale to be internally consistent and the larger the value, the higher the levels of internal consistency (Balan, 2013). Internal consistency reliability method of coefficient alpha was used to test reliability of the attitude scale. This ascertained that the research tools were reliable and hence further analysis could be done.

Validity of Research Instruments

According to Mathews, Fox, and Hunn, (2009) a valid questionnaire is relevant, complete and accurate. To ensure that the questionnaire is valid, the researcher examined content validity through competent judgment. He selected representative items widely,

judiciously and adequately. Maximum care was taken in sampling the contents from various literatures; consider expert opinions, discussions and suggestions with statutory bodies about communication strategies and public participation in marginal areas like Turkana.

Data Collection Procedure

The researcher sought a letter of authorization from the University of Eldoret and authorization was sought from National Commission for Science, Technology and Innovation (NACOSTI). After NACOSTI permit, the researchers sought consent from the Turkana county commissioners and the Turkana County Education Director. The researcher plus the assistants visited the sub counties to map out the construction projects and the communities affected by the projects. The research team acquainted themselves with area and its leadership of the area before commencing data collection.

The questionnaires were administered by the researcher and trained research assistants. The researcher recruited and trained 6 research assistants to assist in the survey. Each assistant was assigned a sub county to interview respondents there. The sub counties include Kibish, Loima, Turkana West, Turkana East, Turkana South and Turkana Central. The training aimed at molding assistants' decorum, conceptualization of research questions, accuracy in recording responses and probing techniques to gather more complete answers. The researcher and the assistants asked questions orally and record respondents' responses during face-to-face encounter.

Data Analysis

Data analysis involves systematic process of making sense out of survey data by use of statistic techniques after data collection (Ropping, 2015). The process started with coding of data collected and typing into computer using Statistical package for social scientist (SPSS) computer program. Data collected from interviews was also analyzed through content analysis. The study adopted Descriptive, Binomial Logistic Regression (Logit) model. A descriptive statistics technique measures central tendencies and dispersion through means, variances, standard deviation, and frequency distributions. Cross tabulation was used in describing and explaining the situation as it is in the value addition enterprises.

Ethical Considerations

During the data collection exercise, the researcher promised the respondents their confidentiality and privacy of information obtained. Their informed prior consent was sought before their recruitment into the study. Data was collected in private and within a secure

environment. Plagiarism, which is an academic fraud, was avoided at all cost. With the aid of in-citation and reference list, the researcher acknowledged the use of resources borrowed from other previous scholars, authors and publications. The researcher first sought permission to conduct the research from University of Eldoret, NACOSTI, provincial administration and the Ministry of Education before data collection.

RESULTS

Public Participation Programmes

The dependent variable was public participation programmes in construction projects funded by the County Government of Turkana. In order to assess these constructs in detail, the respondents were asked to give their opinions on categorical data “1= yes, 0 = no. On whether the respondent (s) understands what goes on a construction project there area, 220 (85.9%) acknowledged yes and 36 (14.1) no. The item realized a mean of 0.86. This implies that majority of the respondents understood what goes on construction projects in their area.

The respondents were asked whether they are used as rubber stamps in decision making by county in construction projects, 94(36.7%) opined that they are used as rubber stamps in decision making by county in construction projects, 162(63.3%) denied being used as rubber stamps. The item had a mean of 0.37 and a variation in responses of 0.48. In regards to whether the ultimate decisions on construction projects remain with county government executives, 137(53.5%) postulated that the ultimate decisions on construction projects remain with county government executives, 119(46.5%) no. The item realized a mean of 0.54 and a standard deviation of 0.50. This implies that the ultimate decisions on construction projects remain with county government executives.

The respondents were also asked whether women are invited to participate in the decision making of construction projects, 202(78.9%) acknowledged that women are invited and 54(21.1%) no. The item recorded a mean of 0.79 and a variation in responses of 0.41. In a bid to establish whether the views of the youth are considered before decisions are made on construction projects, 162(63.3%) said yes and 94(36.7%) no. The item realized a mean of 0.76 and a standard deviation of 0.43. In determining whether the influence to gain support from the community is used by the county government of Turkana, 120(46.9%) revealed that influence is used to gain support from the community and 136(53.1%) said no. The item realized a mean of 0.37 while the standard deviation was 0.48. The descriptive results were summarized in Table 1.

Table 1: Public Participation Programmes

Public Participation [n= 256]		Yes	No	Mean	SD	Kurtosis	Skewness
Understand	Freq	220	36	0.86	0.34	-2.08	2.34
	%	85.9	14.1				
Women participation	Freq	202	54	0.79	0.41	-1.43	0.03
	%	78.9	21.1				
Views of the youth are considered	Freq	162	94	0.76	0.43	-1.21	-0.54
	%	63.3	36.7				
Uses influence to gain support	Freq	120	136	0.48	0.51	0.19	-1.75
	%	46.9	53.1				
Used as rubber stamps	Freq	94	162	0.37	0.48	0.55	-171
	%	36.7	63.3				
Ultimate decisions on projects	Freq	137	119	0.54	0.50	-0.14	-2.00
	%	53.5	46.5				
Technical know-how	Freq	121	135	0.47	0.50	0.11	-2.00
	%	47.3	52.7				
Cost of the project	Freq	87	169	0.36	0.56	2.67	-1.73
	%	34	66				

The study also sought to find out whether only people with technical-know-how are engaged in planning of construction projects in Turkana County, 121 (47.3%) agreed and 135(52.7%) no. The item recorded a mean of 0.47 and a standard deviation of 0.50. Finally, the study was interested in determining whether the respondent understands the cost of the project involved in, 87(34%) of the total respondents acknowledged that they understand the cost of the project involved in and 169(66%) no. The item had a mean of 1.9375 and a standard deviation of 0.36.. The respondents interviewed were asked to describe the public participation programmes framework currently working in Turkana; 7(17.9%) opined that participation is centralized within town, 3(7.7%) conducting meetings with community and also committees.

In addition 9(23.1%) postulated that participation framework includes women, disabled, community leaders and administration from top and followed by members, 13(33.3%) administrative and community based approach, 4(10.3%) gathering of forums to get views from the project and 3(7.7%) opined that the public participatory framework is performing poorly as the youth are not involved in the project funded by county government. The respondents interviewed were also asked to state the average level of the public attending construction meetings. Of the total respondents, 9 opined that it is only old age people who attend while 5

revealed that those in town are the ones' who attend construction meetings. This was ascertained by 23.1% and 12.8% respectively.

The study also ascertained that, of the total respondents 7(17.9%) opined that many people attend meetings, 10(25.6%) postulated that on average, representatives from youth, women and local administration such as chiefs and church leaders attend while 8(20.5%) enunciated that few people (public) attend construction meetings.

The respondents were asked to state their opinion on how they consider communication strategy influences raising of knowledge about the project among the public; of the total respondents, 8 opined that it helps in good quality project monitoring while 6 revealed that it gives public knowledge of the project to be done. This was ascertained by 20.5% and 15.4% respectively. Of the total respondents 6(15.4%) enunciated that it makes them understand what they are involved in, 13(33.3%) postulated that knowledge about the project among the public was raised through routine public barazas while 6(15.4%) opined that it is rarely done.

In regards to mobilizing collaboration from other development partners, 10 of the key informants opined that it enhances development and it fills the gap left by the government, 5 enunciated that it enables completion of projects. This was ascertained by 25.6% and 12.8% respectively. The study also revealed that, of the total respondents 7 postulated that it helps to give support to the project, 7 opined that through local administration like chiefs, ward administrators and church leadership. This was ascertained by 17.9% and 17.9% respectively.

Finally, 6 of the total respondents opined that mobilization was done through relevant line ministries while 4 enunciated that it was done through collaboration with other companies. This was ascertained with 15.4% and 10.3% respectively. In relation to involvement of the marginal people, 11(8.2%) opined that it is done to change their attitude and involvement, 9 postulated that is done to make them understand and accept the project endorsed on their area. This was ascertained by 28.2% and 23.1% respectively. Finally the study found out that, of the total respondents 10 postulated that the marginal people are involved to get their views about the project while 9 opined that people with disability are involved. This was ascertained by 25.6% and 23.1% respectively. The results show that the participants were of more opinion that the marginalized needed change of attitude followed by seeking their views about the project.

Feedback Mechanisms

The objective was to investigate the effect of feedback mechanisms on the participation of the public in county government funded construction projects in Turkana. To achieve this, respondents were asked to give their opinions on the statements in a 5 point Likert scale where strongly agree =5, agree=4, undecided =3, disagree=2 and strongly disagree =1. In a bid to

establish whether the respondent(s) feel large number of project committee members' turn-up for project meetings, 173(67.6%) strongly agreed that large number of project committee members' turn-up for project meetings, 63(24.6%) strongly disagreed, 11(4.3%) disagreed, 1(0.4%) undecided while 8(3.1%) agreed. The item realized a mean of 4.05 and a variation in responses of 3.64. This implies that large number of project committee members' turn-up for project meetings. The descriptive analysis results were presented in Table 2.

Table 2: Feedback Mechanisms Strategy

Feedback Mechanisms Strategy [n= 256]		1	2	3	4	5	Mean	SD	Kurtosis	Skewness
Turn-up for project meetings	Freq	63	11	1	8	173	4.05	3.64	1.07	-1.51
	%	24.6	4.3	0.4	3.1	67.6				
Women equal Men in meetings	Freq	114	11	0	15	116	3.03	1.93	-0.04	-1.94
	%	44.5	4.3	0	5.9	45.3				
Suggestion box	Freq	166	22	0	8	60	2.12	1.70	1.02	-0.86
	%	64.8	8.6	0	3.1	23.4				
Write Memorandum	Freq	180	13	0	4	59	2.02	1.69	1.15	-0.61
	%	70.3	5.1	0	1.6	23				
Impressed	Freq	121	12	0	6	117	2.95	1.95	0.07	-1.97
	%	47.3	4.7	0	2.3	45.7				

In regards to whether women are usually equal to men in attending project meetings, 116(45.3%) strongly agreed that large number of project committee members' turn-up for project meetings, 114(44.5%) strongly disagreed to that, 11(4.3%) disagreed while 15(5.9%) agreed. The item had a mean of 3.03 and a standard deviation of 1.93.

The respondents were asked whether they write suggestion to improve the project through suggestion box, 60(23.4%) strongly agreed that they do so, 166(64.8%) strongly disagreed, 22(8.6%) disagreed and 8(3.1%) agreed. The item realized a mean of 2.12 and a standard deviation of 1.07. In regards to whether the respondents directly write memorandum to the government on matters of construction project, 59(23%) strongly agreed that they directly write memorandum to the government on matters of construction project, 180(70.3%) strongly disagreed, 13(5.1%) disagreed and 4(1.6%) agreed. The item had a mean of 2.02 and a variation in responses of 1.69.

The study further enquired whether the respondent(s) are impressed with the way county government handles their reactions about the projects, 121(47.3%) strongly disagreed, 117(45.7%) strongly agreed, 12(4.7%) disagreed while 6(2.3%) agreed. The item recorded a mean of 2.95 and a standard deviation of 1.95.

The interview results were as follows; on the degree of public attendance of project meetings, 9 opined that it is very low, 6 enunciated that most people in marginal areas do not participate while 7 opined that the youth, women and people living with disability attend. This was ascertained by 23.1%, 15.4% and 17.9% respectively. Out of the total respondents, 8 revealed that it is impressive but at times not the right people, 5 all wards are represented, 2 opined that it is fair if there is enough time for mobilizing community members to attend the meetings and 2 enunciated that people turn up in large numbers. This was ascertained by 20.5%, 12.8%, 5.1% and 5.1% respectively.

The study also wanted to find out the extent to which people are motivated to give feedbacks to the government on construction project, 10 through use of radios, 3 through their leaders, 5 all genders are allowed to participate and through distribution of community activities, 9 when all parties involving youth, women and disabled are given a platform in the public participation, 8 open and free, 2 not motivated due to absence of feedback session in project meetings and 2 when county officers pay a visit them and hold a meeting to hear there feedback. This was ascertained by 25.6%, 7.7%, 12.8%, 23.1%, 20.5%, 5.1% and 5.1% respectively.

The interviewees were also asked to respond to how effective radio programs are in giving members of the public opportunity to relay feedbacks about construction projects in Turkana. Out of the total respondents, 8(20.5%) opined that it reaches many, 10(25.6%) postulated that the medium is not available and effective, 6(15.4%) suitable in areas covered by the frequencies, 8(20.5%) less effective and 7(17.9%) opined that questions and reliable solutions are offered and discussed openly through radio.

Lastly, the interviewees were asked to state the challenges Turkana people encounter in giving feedbacks to the county government, 5 opined that there was lack of proper communication channel, 5 illiteracy, 5 ignorance, 5 lack of suggestion boxes and 6 lack of network coverage in some areas.

This was ascertained by 12.8%, 12.8%, 12.8%, 12.8% and 15.4% respectively. Out of the total respondents, 4(10.3%) cited divisive politics, 3(7.7%) no feedback session in project meetings, 2(5.1%) lack of radio station and reliable journalists or reporters and 4(10.3%) enunciated low community mobilization and views being not taken seriously. A similar study in rural set up by Mithamo, Onyango and Mwangi (2015) found people in rural areas suffered

illiteracy that led to poor access to information. In fact word of mouth better worked for them than written words. Therefore, vernacular radios would be the best tool of packaging and disseminating information to them (Mithamo, Onyango, & Mwangi, 2015).

The results revealed that though many tuned in radio programs, it was less effective because radios depended on frequency coverage. Quite vast area of Turkana County did not effectively enjoy the availability of the frequencies. However the participants acknowledged that through radio programs, questions and reliable solutions were offered. Like in a study on the role of vernacular radios in Kericho and Nyeri, Kenya, radio stood out to be the most popular information communication tool for in rural development but not well accessed due to illiteracy and frequency infrastructural deficiencies (Mithamo, Onyango, & Mwangi, 2015; Mwangi, Biwott, & Gichuhi, 2018). Therefore, the county government of Turkana should invest in developing communication infrastructure that increases radio bandwidths as well as using vernacular in relaying construction project messages.

Binary Logistic Model

The results of the binary logistic model indicated that feedback mechanisms ($p=0.00$), $sig \leq 0.05$, 2 tailed, had no significant to public participation programmes and was 1.333 times not likely to increase the likelihood of public participation programmes as shown in table 3. The combination of feedback mechanisms strategy significantly influenced public participation programmes ($Wald (1) = 56.345$, $p=.000$, $sig < .05$, 2-tailed) in Turkana County. The study went ahead to determine the effect of each variable in the equation ($Logit(Y) = \log [p / (1-p)] = \beta_0 + \beta_1 X_1 + \text{stochastic error}$) using Wald test. The analysis from multiple logit regression analysis is as shown below;

$$Logit(Y) = 0.135 + 0.287 \text{Feedback strategy}^* + 0.234$$

Table 3: Effect of Communication Strategies on Public Participation

		B	S.E.	Wald	df	Sig.	Exp(B)
Step	Feedback X1	.287	.371	.598	1	.439	1.333
1 ^a	Constant	.135	.234	.333	1	.564	1.145

a. Variable(s) entered on step 1: X1

A unit increase in feedback mechanisms strategy while holding other strategies constant resulted into a 0.287 increase in log likelihoods of public participation programmes in Turkana County Construction projects. Hypothesis (H_{01}): Feedback mechanisms have no statistical significant effect on the participation of the public in County government funded construction

projects in Turkana. The results in Table 3 indicated that feedback mechanisms have a no statistical significant effect on the participation programmes of the public in County government funded construction projects in Turkana at ($Wald(1) = 0.598, p = 0.439, sig > .05, 2-tailed$). Thus we accept the null hypothesis and conclude that feedback mechanisms have a no statistical significant effect on the public participation programmes of the public in County government funded construction projects in Turkana. Despite feedback as a strategy was not a significant strategy, a descriptive survey of 130 participants in Nigeria found feedback playing a significantly important role in strategic management of organizations (Kelvin-Koafu, 2016). Feedback allowed the government to know whether the message reached or not the receiver in a manner it was sent.

CONCLUSION

Feedback mechanisms positively influenced public participation programmes. Majority of participants were impressed with the way the County Government of Turkana handled feedbacks from its citizenry. The study discovered that memorandum and suggestion box was less used as ways the public reacted to government funded project. Meetings were the most preferred media of feedback among the Turkana. Slight gender imbalance was experienced in the attendance of the feedback meeting. Key informants ranked radio programs to be the most effective means for people of Turkana County to give feedback about the projects.

RECOMMENDATIONS

This study recommends that the County Government of Turkana review the Turkana County Public Participation Act to address issues of mainstreaming vernacular radio stations as their main communication channel of disclosing information and receiving feedback from its citizenry.

All development agencies in Turkana, including the county government should use in vernacular radio programs so as to be effective in communicating project messages. Local language would address illiteracy challenges facing the larger population of Turkana. Other information, communication and technological channels can only be used after considering time, cost, urgency of the message, intellectual and emotional predisposition of the audience.

The executive committee members of the County Government of Turkana should be responsive to citizens' reactions by taking their feedbacks seriously during monitoring and evaluation of the projects. This is the way the Turkana people's voices would be heard and considered in the design and delivery of the public good.

LIMITATIONS OF THE STUDY

The study findings exclusively concentrated on construction projects funded by Turkana County government. The findings did not apply on private and national government construction projects. The study did not include non-construction projects, too. The study was limited by the deficiencies inherent in selected survey research design.

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