INFLUENCE OF RESOURCE ALLOCATION ON SERVICE DELIVERY IN MACHAKOS LEVEL FIVE HOSPITAL

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ABSTRACT

A number of Kenya government legislatives on environment are filled with pieces of legislation that are aimed at guiding resource allocation processes between the authorities and the primary stakeholders. However, observations suggest that communication and resource allocation remains a big challenge in most counties and the country at large. The purpose of this study was to analyse the influence of resource allocation on service delivery with a specific reference to Machakos Level 5 Hospital. The study will be of benefit to; the private sector, the public sector, and the health professions in that the when frameworks are available, they will know about where to go to take an interest, and how to partake. They will likewise know the way toward settling on choice. The study was carried out at Machakos Level 5 hospital. The study was based on change theory. The research applied the descriptive research design. The target population included health professionals, church leaders, community-based organisations, civil society and business community leaders. The total number of this group is estimated to be 800. The study used a sample size of 160 respondents calculated using Krejcie and Morgan (1970) formula. Stratified sampling technique was used to target all the sub-sets of the target population. Random sampling technique was used to identify respondents within the sub-sets. The researcher collected data using a questionnaire, which contained both open and closed ended questions. The analysed data was presented using tables in line with the research objectives and the tables described in prose. Multiple linear regressions were used to show the relationship between resource allocation, decision making, priority setting, monitoring and evaluation and service delivery. The study concluded that involvement in strategic development, involvement in budget allocation and involvement in logistical management positively impact the resource allocation on service delivery in Machakos Level Five Hospital. The study recommends involvement in strategic development, involvement in budget allocation and involvement in logistical management to be practiced since positively impact the resource allocation on service delivery in Machakos Level Five Hospital.

Keywords: *Resource Allocation, Service Delivery*

INTRODUCTION

Resource allocation incorporates convenient and viable warning between parties, sensible time spans for interest at a beginning phase of the dynamic cycle, accessibility of important archives for nothing out of pocket, due record of the result of public investment, and brief notice and distribution of the choice (Garcia-Zamor, 2019). The viability of resource allocation by and by is affected by the nature of the cycle itself. Government interests in open interview help in the dynamic cycle and adequate development notice and documentation upgrades the nature of the contribution to the choice. Significant public support empowers the residents to give educated and ideal info and at last impact choices that influence their current circumstance.

Prior public notice and parties preparation can upgrade the nature of the contribution to the dynamic cycle. People in general ought to be effectively engaged with dynamic and in anticipating advancement activities and successful use of public assets (Odhiambo & Taifa, 2009). This is very key in the effective service delivery. This asserts that in the developed economies, the part of comprehensiveness during the time spent administration is settled in the legitimate necessity of any neighborhood government tasks.

Kenny et al. (2015) contends that the concept is progressively featured in wellbeing strategy change in the United States, Canada, Asia, Europe and Australia as useful for provincial networks. Kenny further saw that in Canada, most regions have decentralized obligation and power (to shifting degrees) to provincial administration and regulatory structures as a methods for both controlling expenses and making wellbeing suppliers more responsible to the networks, they serve.

The seventh chapter of the constitution of Kenya (2010) cites that people of all walks of life are entitled to a fair representation in every sphere in Kenya (CoK, 2010). For this reason, governments, and to be more specific county governments (Machakos County Government included) have a role to play in ensuring that there is effective resource allocation which should have fair representations from all sectors.

Resource allocation has greatly enhanced service delivery since the promulgation of a public directorate of public participation, whose main objective is to link the public and the government. This ensures that there is optimum performance from all organizations involved.

Statement of the Problem

Support, straight forwardness and responsibility are generally recognized as the key mainstays of good administration (Garcia-Zamor, 2019). It is in this way accidental that productive formation of neighborhood governments improves administration conveyance, yet additionally interest. Most government legislatives climate are comprised of bits of enactments that are pointed toward managing public investment measures between the legislature and the networks . Notwithstanding, perception recommends that correspondence and public support stays a major test in many nations.

The Kenyan constitution puts a commitment on all the administration to regulate the interest of residents in their undertakings. The Constitution distinguishes the way that one of the objects of nearby government is the contribution of networks in the issues of government. This investigation accepts that, for certain legislatures, it is a test for the even execution and requirement of the public support framework (Del Furia, 2000).

Pannell (2008) did a study on determinants of resource allocation in devolved government in Kenya with a case study of Machakos County. In their recommendations, they recommended that another study should be conducted to assess the challenges facing the County Government in involving members of the public in governance. This fact creates a need for this study as a stated

research gap. Further, despite the studies done no known study that has focused on influence of resource allocation on service delivery in Machakos level five hospital. This is why this research seeks to find out the influence of resource allocation on service delivery with a specific reference to Machakos level 5 Hospital.

Purpose of the Study

To analyse the influence of resource allocation on service delivery with a specific reference to Machakos level 5 Hospital.

Significance of the Study

The Counties will find the study useful in identifying the link between resource allocation and service delivery. This will enable counties to put in place measures that would address the bottlenecks of public participation. Connecting with general society in choices will improve the quality and authenticity of choices. It will guarantee decency in choices, and offer voice to underrepresented gatherings.

For the private area, resource allocation will produce interest for higher industry principles and backing for better practice. Resource allocation will manufacture trust among parties and fortifies the limit, all things considered, to participate in natural choices and arrangements. At the point when progressed admirably, public investment will offer clear advantages for government, the private area and society.

To general society, when frameworks are available, they will know about where to go to take an interest, and how to partake. They will likewise know the way toward settling on choice, and the effect of their investment on the choice. It will also motivate the public to hold service providers accountable.

The health professionals at large will critique the participation process that is applied currently and be able to define the best way to sustain citizen and community participation. They will be able to make better decisions, which will go along in providing quality service, and higher industry standards other researchers will use this research as secondary information for their research or further research about resource allocation and service delivery.

LITERATURE REVIEW

Change Theory

The Theory of Change was proposed by Lewin (1942) and it was based around the cycle Unfreeze, Change and Freeze, giving a more elevated level way to deal with the change cycle. With this hypothesis, a manager or other change specialists get an opportunity on a structure for executing change exertion anyway delicate yet consistent as could be expected under the circumstances. It follows three stages: I. actualizing an extreme change ii. Lessen interruption of activities structure iii. Perpetual reception of progress. The change hypothesis can be very much grasped by an assortment of progress operators to affirm that the devolution of wellbeing administrations to the most reduced levels is all around executed, operational and capacity to everyone's benefit of individuals. This theory would relate to the study in that when you unfreeze what there is at the moment change it for the better and then freeze it so it doesn't change again. (Burnes, 2004). Public participation in health service delivery is one of the radical changes, which came into force by the Kenyan constitution and devolution Act 2010. The change has been enhanced since 2013 and more policies are put in place to guarantee continues participation of citizens in all matters development.

Empirical Review

Health sector arranging, planning and effective monetary administration are critical to protecting sane prioritization and utilization of restricted assets, reaction to network needs, more extensive

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political interests, and the trustee necessities of public bodies and outside funders (Green and Mirzoev, 2008). In any case, a significant and never-ending challenge has been the misalignment between known sectorial strategies, specialized arranging and budgetary assignment and simultaneously confirming full partner engagement and interest in the need setting exercises. The misalignment among arranging and planning inside the wellbeing area in underdeveloped nations has frequently been a direct result of systematized various characters between these cycles. This brought about disappointment in the wellbeing area to invigorate extra asset assignment in the budgetary distribution in governments. This along these lines clarifying why most creating nations are continually unfit to understand their wellbeing area medium term objectives (Tsofa et al., 2015).

To address these double difficulties of misalignment among arranging and planning, and helpless network contribution, wellbeing framework decentralization has for a long time been advanced as a need change plan. Decentralization includes the exchange of dynamic force and authority over administration of public issues from a focal degree of government to sub-public levels (CoK, 2010). It has been bantered to advance network interest, responsibility, and specialized effectiveness in the oversight of public assets. The sharing of intensity and authority may include income age, need setting, asset the board or potentially dynamic, and the sub-public units. These might be casted a ballot legitimately by the residents, or selected by the focal level or by private substances.
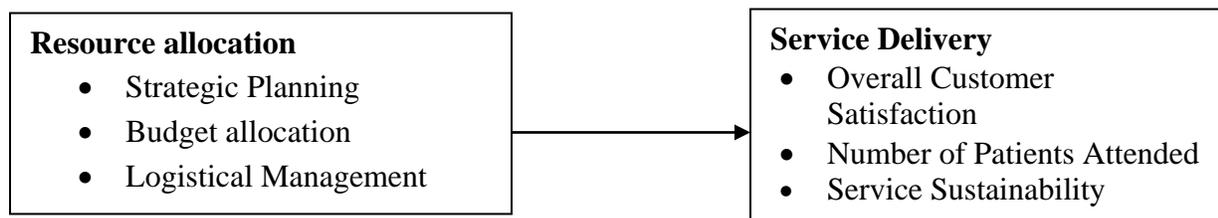
Conceptual Framework

Resource allocation	Service Delivery
• Strategic Planning • Budget allocation • Logistical Management	• Overall Customer Satisfaction • Number of Patients Attended • Service Sustainability

Figure 1: Conceptual Framework

METHODOLOGY
The study was guided by a mixed methodology because the study collected, analysed and combined both qualitative data and quantitative data. Both qualitative and quantitative data was collected from literature and a combination of primary sources; mainly from health professionals, church leaders, community based organisation leaders, civil society leaders and business community leaders.

Research Design
This study applied a descriptive survey research philosophy since it depicts a wonder. This implies thinking about such fundamental inquiries as what, how, when and where about a given wonder. Descriptive research design was utilized in light of the fact that it manages plainly characterized issues with distinct goals (Kombo and Tromp, 2006). Descriptive research design is a logical strategy including watching and depicting the conduct of subjects without impacting it in any capacity (Bryman, 2011).

Target Population
In this study, the target population included; the health professionals, church leaders, community based organisation leaders, civil society leaders and business community leaders from Machakos County, Kenya. The total number of this group is estimated to be at 800.

Sample Size and Sampling Procedure

Stratified sampling technique was used to target all the sub-sets of the target population. Random sampling technique was used to identify respondents within the sub-sets.

The sample size is based on Krejcie and Morgan (1970) strategy for estimation of sample size for a given population. The equation below is utilized to determine the sample size.

$$n = \frac{\chi^2 * N * P * (1 - P)}{d^2 * (N - 1) + + \chi^2 * P * (1 - P)}$$

Where:

n = required sample size.

χ^2 = the table value of chi-square for 1 degree of freedom at the desired confidence level (3.841).

N = the population size.

P = the population proportion (assumed to be .50 since this would provide the maximum Sample size).

d = the degree of accuracy (the margin of error) expressed as a proportion (.05).

Therefore;

n= 3.841*800*640*(1-640)/.05*(800-1)+3.841*640*(1-640)

n=1.27501*10-3

n= 128

128 is approximately 1/5 of 640, thus from each respondent level the researcher and the assistants shall adopt a fifth of the totals.

Table 1: Sample Size and Sampling Procedure

Respondents	Population Size	Sample Size
Health professionals	640	128
Church leaders	40	8
Community Based Organization Leaders	50	10
Civil Society Leaders	20	4
Business Community Leaders	50	10
Total	**800**	**160**

Source: Researcher, (2019)

The sample size comprised of 160 respondents. As indicated by Central limit theorem, if the sample size is sufficiently vast (N > 30), the data takes after a normal distribution curve.

Data Collection Instruments

A definite target population shall be engaged in the filling of questionnaires to provide specific views and answers to some aspects concerning the level five hospital and service delivery. Questionnaires were used to gather much information because of the numbers. The questionnaires were made up of structured questions which each set testing a particular variable under the study. Both open-ended and closed questionnaires were used. While the interview will have the guiding questions which will be drawn from each objective of the study.

Data Analysis Procedure

The quantitative information produced was dissected through assistance of Statistical Package for Social Sciences (SPSS) version 21. Tabulation was accomplished for every questionnaires upon the reactions evoked by the participants of this research. The examined information was then introduced by utilizing frequencies and tables. Inferential insights, for example, Pearson correlation and multiple regression examination were utilized to set up the relationship between the independent and the dependent variables.

The connection between the independent variable and dependent variable was demonstrated by utilizing the accompanying multiple regression analysis:

Multiple regressions will be used to show the relationship between resource allocation, decision-making, priority setting, monitoring and evaluation and service delivery.

The regression model is illustrated below;

$$Y=\beta_0+\beta_1X_1+\beta_2X_2+\beta_3X_3+\beta_4X_4+\varepsilon$$

Y= Service Delivery

β_0 = Constant

X_1= Resource Allocation

X_2= Strategic Planning

X_3= Budget allocation

X_4= Logistical Management

β_1 - β_4 are the relapse co-productive or change presented in Y by every autonomous variable.

ε is the arbitrary blunder term representing all different factors that impact administration conveyance yet not caught in the model.

ANOVA test will be led to decide the degree of importance of the fluctuation by the utilization of a single direction ANOVA so as to decide the presence of critical varieties between the factors.

RESULTS

Response Rate

According to Bryman and Bell, (2015), a response rate of 50% is adequate for analysis and reporting; a rate of 60% is good and a response rate of 70% and over is excellent.

Table 2: Response Return Rate

Category	F	%
Respondent	140	87.5
Non-respondent	20	12.5
Total	**160**	**100**

Source: Field Data (2022)

The response rate to the questionnaire is as shown by the findings in Table 2. The response rate is the proportion of individuals who finish your survey out of the total number of persons that were contacted to take part in your survey. In order to guarantee that the research findings are representative of the target population and that the study questionnaire is functioning as intended, it is critical to have a high (or "acceptable") study response rate. The research received 87.5% of its participants' responses. According to Finchman (2008), researchers should strive for response rates of around 60% or higher for the majority of their studies. This percentage was achieved due to the fact that the researcher used the drop pick method of data collection and having 2 research assistants also helped ensure that almost all of the targeted respondents filled and gave back their questions in time for analysis.

Descriptive Statistics

The study sought to determine the influence of resource allocation of service Delivery. The results are shown in table 3 below.

Table 3: Influence of resource allocation on service delivery

	Very great extent	Great extent	Moderate extent	Little extent	Not at all	total	Mean
	5	4	3	2	1		
Involvement in	74	36	12	8	10	140	3.975

strategic planning							
Involvement in budget allocation	45	37	31	23	4	140	3.663
Involvement in logistical management	61	32	30	17	0	140	3.856
Others			Average				3.831

Source: Field Data (2022)

The study revealed that 74 of the respondents showed very great extent is influenced by Involvement in strategic planning while 10 of the respondents argued that involvement in strategic development does not influence the resource allocation on service delivery at all. An average of 3.975 showed that Involvement in strategic planning influences the resource allocation on service delivery. The study showed that 45 of the respondents suggested that involvement in budget allocation influences the resource allocation on service delivery, 4 of the respondents suggested that involvement in budget allocation does not affect resource allocation on service delivery at all while an average of 3.6625 showed that involvement in budget allocation influences the resource allocation on service delivery.

The findings further revealed that 61 of the respondents suggested that involvement in logistical management influenced the resource allocation on service delivery in a very great extent, none of the respondents suggested that involvement in logistical management doesn't influence the resource allocation on service delivery at all while an average of 3.85625 showed that involvement in logistical management influences the resource allocation on service delivery. An average of 3.83125 suggested that other factors influenced the resource allocation on service delivery.

Inferential Analysis

Inferential statistics is a method that is used to generalize the results obtained from a population. With inferential statistics the research is trying to reach conclusions that extend beyond the data alone. Thus the researcher used inferential statistics to make inferences from the acquired to more general condition. The research utilized correlation analysis, regression analysis and analysis of variance to show the relationship between the variables.

Correlation analysis

Correlation analysis was conducted to find out the strength of relationships between the key variables (resource allocation, priority setting, decision making, and monitoring and evaluation). The findings of the correlation analysis are presented in Table below.

Summary correlation that shows the relationship between independent and dependent variables with the meaning of a 95% confidence level. Given (Mugenda and Mugenda, 2003), correlation analysis help investigate the relationship between variables. In addition, correlation analysis shows resistance and the authority or negative of the relationship between oscillating variables between -1 to 1. Correlation analysis determines the relationship between Resource allocation, Strategic Planning, Budget allocation, and Logistical Management.

Table 4: Correlation analysis

	Resource allocation	Strategic Planning	Budget allocation	Logistical Management
Resource allocation	1	0.055***	0.081**	0.037*
Strategic Planning	0.055***	1	0.072*	0.092**
Budget allocation	0.081**	-0.072*	1	0.005**
Logistical Management	0.037*	0.092**	0.005**	1

Based on the findings resource allocation strongly correlated positively with Strategic Planning with Pearson correlation of 0.055. Moreover, resource allocation with Budget allocation as proven by Pearson correlation of 0.081. This research finds that resource allocation positively correlated with Logistical Management as proven by Pearson correlation of 0.037. These findings matches with (Kuvykaite and Navickiene, 2014) they argued that the resource allocation influences service delivery.

Regression Analysis

The researchers used multiple regressions; this was to establish the connection between the Resource allocation, Strategic Planning, Budget allocation, and Logistical Management. The significant level was taken at 5% and the confidence level was at 95%. Originally the research seeks to determine the variance in the variables that is dependent variable expounded by independent variables of the study that is by use of coefficient of multiple determinations (R^2) as shown below therein;

Model Summary
Table 5: Model Summary

Regression Statistics	
Multiple R	0.634324
R Square	0.402367
Adjusted R Square	0.386944
Standard Error	1.995776
Observations	160

a. Predictors: (Constant), Resource allocation, Strategic Planning, Budget allocation, and Logistical Management

The coefficient of R2 of multiple determinations is known as the percentage of variation between dependent variable (Resource allocation) and independent variable (Resource allocation, Strategic Planning, Budget allocation, and Logistical Management). This research study used R2 to determine how well the model fits in the data. According to (Cooper and Schindler, 2011) the higher the R2 value, the better the model fits in the data. R2 is between 0% - 100% hence the model summary had a variation of adjusted determination of 0.402367 that represents 76.3% variation of Resource allocation.

Anova

ANOVA is done to establish the overall importance of the regression model. The interpretation is done by getting the resultant F measured from analysis of variance table and the digit of F critically established appropriately getting the values of degrees of freedoms. ANOVA table is used to establish the value of critical F as shown in table below;

Table 6: Anova

ANOVA					
	df	*SS*	*MS*	*F*	*Significance F*
Regression	4	415.6642	103.9161	26.08909	1.52E-16
Residual	155	617.3842	3.983124		
Total	159	1033.048			

Based on the findings on the analysis of variance table, the model reveals the relationship between the consumer preference and independent variables (Resource allocation, Strategic Planning, Budget allocation, and Logistical Management) are significant since the value of probability is 1.52E-16 that is less than 0.05 significance level. According to (Soeters and Rietjens, 2014) posits that the test used in testing the equality of treatment is means and the critical value is the tabula value of the distribution based on the chosen critical value level and the degree of freedom. The test statistics is the F value which is 26.08909. Hence since the F value in the analysis of variance is much larger than the critical value hence it was concluded that there was statistical significant difference among the population means.

Table 7: Coefficients

	Coefficient	Standard Error	t Stat	P-value	Lower 95%	Upper 95%	Lower 95.0%	Upper 95.0%
Intercept	29.771	1.34	22.096	9.24E-	27.109	32.432	27.109	32.432
Resource allocation	1.059	0.127	8.3106	4.49E-	0.807	1.311	0.80	1.3112
Strategic Planning	0.444	0.188	2.3593	0.019	0.0722	0.815	0.072	0.8159
Budget allocation	0.637	0.161	3.9430	0.0001	0.3182	0.957	0.318	0.957
Logistical Management	0.479	0.148	3.2187	0.001	0.185	0.773	0.185	0.773

Source: Field Data (2022)

The model established for this research is show below;

$Y = 1.0594 + 0.4440X_1 + 0.6377X_2 + 0.4791X_3 + \varepsilon$

A per the model above it is evident that holding all other variables constant resource allocation would be 1.0594. However unit change in Strategic Planning while holding all other variables constant would lead change in resource allocation by 0.4440 units. Unit change in Budget allocation, holding other variables constant would lead change to resource allocation by 0.6377 units. Additionally, unit change in Logistical Management holding other variables constant would influence change in resource allocation by 0.4791 units. As per the specified measures for testing for significance, this research finds out that there is 5% significance level and all the predictor variables were significant as well since their corresponding probability units is less that SF level 0.05.

Summary and Conclusion

From the objective that aimed to investigate the influence of resource allocation on service delivery, the study found that most of the respondents showed a very great extent was influenced by Involvement in strategic planning while only a few of the respondents argued that involvement in strategic development does not influence the resource allocation on service delivery at all. Almost half of the respondents suggested that involvement in budget allocation influences the resource allocation on service delivery while very few of the respondents suggested that involvement in budget allocation does not affect resource allocation on service delivery at all. In terms of involvement in logistical management for resource allocation on service delivery, most of the respondents suggested that it influences resource allocation on service delivery in a very great extent, none of the respondents suggested that involvement in logistical management doesn't influence the resource allocation on service delivery at all. The study concluded that involvement in strategic development, involvement in budget allocation and

involvement in logistical management positively impact the resource allocation on service delivery in Machakos Level Five Hospital.

RECOMMENDATIONS
The study recommends involvement in strategic development, involvement in budget allocation and involvement in logistical management to be practiced since positively impact the resource allocation on service delivery in Machakos Level Five Hospital.

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