



INFLUENCE OF PUBLIC PARTICIPATION ON PERFORMANCE OF WATER PROJECTS IN INFORMAL SETTLEMENTS IN NAIROBI CITY COUNTY, KENYA

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ABSTRACT

This study sought to assess the influence of public participation on performance of water projects in informal settlements in Nairobi city county, Kenya. Specifically, the study sought to examine the influence of information disclosure on performance of water projects in informal settlements in Nairobi city county, Kenya and to assess the influence of public consultation on the performance of water projects in informal settlements in Nairobi city county, Kenya. The study was conducted in Kibra, Mathare, Soweto and Mukuru Kwa Njenga. This study focused on 3 water projects implemented in each of the four informal settlements between 2010 and 2021.). The study's sample size was reached at using Krejcie and Morgan sample size determination formula. The 218 respondents were chosen with the help of stratified random sampling technique. Primary data was used in this study. The study used semi structured questionnaire to collect data. Quantitative data collected was analyzed using descriptive statistical techniques which are frequencies, mean, standard deviation. Inferential statistics which include Pearson correlation and the Regression Analysis Model was used to test the relationship between study variables. To test moderating effect the study used hierarchical regression model. The significance of the model was tested at 5% level of significance. Data was analysed using Statistical Package for Social Sciences (SPSS) software version 26. The study results were presented through use of tables and figures. The study concludes that information disclosure has a positive and significant influence on performance of water projects in informal settlements in Nairobi city county, Kenya. In addition, the study concludes that public consultation has a positive and significant influence on performance of water projects in informal settlements in Nairobi city county, Kenya. Based on the findings of this research study, it is recommended that the project managers should adopt a multi-directional communication flow of communication and ensure that the same message get to all stakeholders to avoid distortion of messages and also clearly communicated the objectives of the project.

Key Words: Public participation, Performance of water projects, Informal settlements, Information disclosure, Public consultation

INTRODUCTION

Rural Sub-Saharan Africa's water availability lags behind that of urban places. As a result, concerted and focused efforts must be done to increase the availability of drinkable water in rural communities throughout Africa (Whaley & Cleaver, 2017). 25 countries in Sub-Saharan Africa, including the Democratic Republic of the Congo, Niger, Ethiopia, and Sierra Leone, reported disparities of more than 25% in the use of improved drinking water between urban and rural areas, according to Abubakar (2019). The amount of money pledged and help for basic water systems in Sub-Saharan Africa declined from 27% to 16% in the five years before to 2008, notwithstanding this large gap. As a result, the disparity in water access between rural and urban areas was emphasized. For drinking water, most rural residents of low-income countries rely on basic infrastructure, which included inexpensive equipment like hand pump water boreholes (Mlenga, 2021). Although hand pump water boreholes are frequently used to speed up the provision of drinking water in rural areas, research has indicated significant failure rates, with roughly 30%–40% of hand pumps in Africa malfunctioning at any given time.

In Pakistan, Randon (2012) points out that due to the participation of the community in various projects there was success in the accomplishment of the projects goals. In this case the members of the society for which the projects were meant to benefit were asked to be participants because they supplied the needed materials and they were also the customers of the produced products. This led to the achievement of the goals of the CSR projects for the Unilever, Monsanto and Danone CSR projects. When an organization decides to do a CSR project, it should involve the public and members of the society during the making of decisions as well as in project initiation and project implementation, which influences project performance.

In South Africa, Monaledi (2016) indicates that a favorable association between community participation and community development project performance, that is, the participation of beneficiaries positively influenced the sustainability of the projects. Performance of projects was improved by community participation as it resulted to the communities gaining skills which they used to sustain the projects for the future. Further, Chapano, Iwu and Twum-Darko (2018) indicated that making the community part of the projects made them own them and control the outcomes in South Africa. Participation resulted to the community members being empowered and them becoming self-reliant. The projects that excluded the community members in their implementation were not successfully completed and even those that were completed were not sustainable and they were not of much help to the community.

In Kenya, Adema, Muluka and Oteki (2016) indicate that Mumias Sugar Company (MSC) used CSP as part of their marketing plans. However, the CSR was characterized by little participation from the local community. Additionally, the company came up with donations but they did not involve the community members in the identification of the project, planning, implementation or evaluation. Gitegi and Iravo (2016) indicate that even though some institutions were providing information to the citizens, the dissemination channels used were not convenient due to poor timing and improper use of channels; Awareness levels among the community members residents was very low as majority of them thought that they had no role to play in the development projects.

Wacera (2016) indicated dissatisfaction with the way public participation is conducted, citing that their views are hardly ever taken into consideration. A good number of the community members indicated that they got the information from gazette notices in the newspaper while others pinpointed radio announcements especially by the vernacular radio stations and television adverts as their major source of information related to development projects. In Busia County, Opaat (2016) indicate that there were characteristics of weak leadership when it came to community participation. In addition, there was inadequate accountability in terms of governance hence

limited public participation in budget allocations in consultations with all stakeholders and exchange of material flows by production entities which were inefficient and full of loopholes. This study therefore sought to assess the influence of public participation on performance of water projects in informal settlements in Nairobi city county, Kenya.

Statement of the Problem

The involvement of communities in implementation of community projects is considered a necessity. Although there are many benefits associated with community participation in community project activities, many organizations do not involve these communities and when they do it is for the organizations selfish reasons (Nyalwal, 2012). There are many organizations that come up with projects that are aimed at improving the living standards of the community members. However, the important question to ask is if these projects seek to meet the needs of the targeted participants (Adema, Muluka & Oteki, 2016). If such organizations hope for the success of the projects they need to make the communities part of the decision making and the planning of the projects (Arisi & Mugambi, 2015). However, no information exists on how and the level of community participant desired in terms of information disclosure, public consultation, public capacity building and public relationship management (Anunda, 2016).

Projects in the developing world have had various challenges due to sustainability issues and poor service delivery. Experience shows that community water borehole projects in most cases are not performing as expected which is evidenced by the beneficiaries not being satisfied (Amuma, 2020). Water boreholes can assist in reducing the demand placed on the municipalities supplies by way of enhancing agricultural projects and other farming activities, or even construction projects. Water boreholes can be utilized in irrigating farms, maintaining gardens and parks, and even for watering livestock. One reason for this could be the lack of stakeholder participation in the projects. With proper employment of stakeholder participation actions, projects are likely to perform better by being within the budgeted costs and time schedules and also realize their purpose by serving the entire community.

According to Nyakwaka and Benard (2019), Nairobi's water demand has increased to more than 810, 000 cubic meters per day, compared to 525, 600 cubic meters per day installed output, resulting in a demand gap of 284, 400 cubic meters. In Kibra and Mathare citizens do not have running water and, for years, supply has been controlled by cartels (Karegi, Macharia, Muthengia & Mwiti, 2018). Community water borehole projects in Kibra and Mathare sub-county have stopped working due to lack of community participation (NCWSC, 2017). This study therefore sought to assess the influence of public participation on performance of water projects in informal settlements in Nairobi city county, Kenya

Objectives of the Study

- i. To examine the influence of information disclosure on performance of water projects in informal settlements in Nairobi city county, Kenya.
- ii. To assess the influence of public consultation on the performance of water projects in informal settlements in Nairobi city county, Kenya.

LITERATURE REVIEW

Theoretical Review

Systems Theory

General System Theory (GST) was originally founded by Hungarian biologist Ludwig von Bertalanffy in 1972. From a biological perspective, the theory considers an organism as an integrated system of interdependent structures and functions (Caws, 2015). A biological organism consists of cells made of molecules which are expected to work in harmony for successful functioning of the organism. From a sociological perspective, system theory is the trans-

disciplinary approach of an organization. Social system focuses on internal association between objects, environment and the object itself. According to Iwu et al. (2016), objects are considered to be parts, variables or elements, in a system. Attributes refer to characteristics of objects in a particular system. Every system has internal relationships that exist among its objects. In addition, a system exists in an environment. A system, therefore, can be defined as a set of objects of things that influence each other in the environment and end up forming a bigger pattern that is unique from each of the other parts.

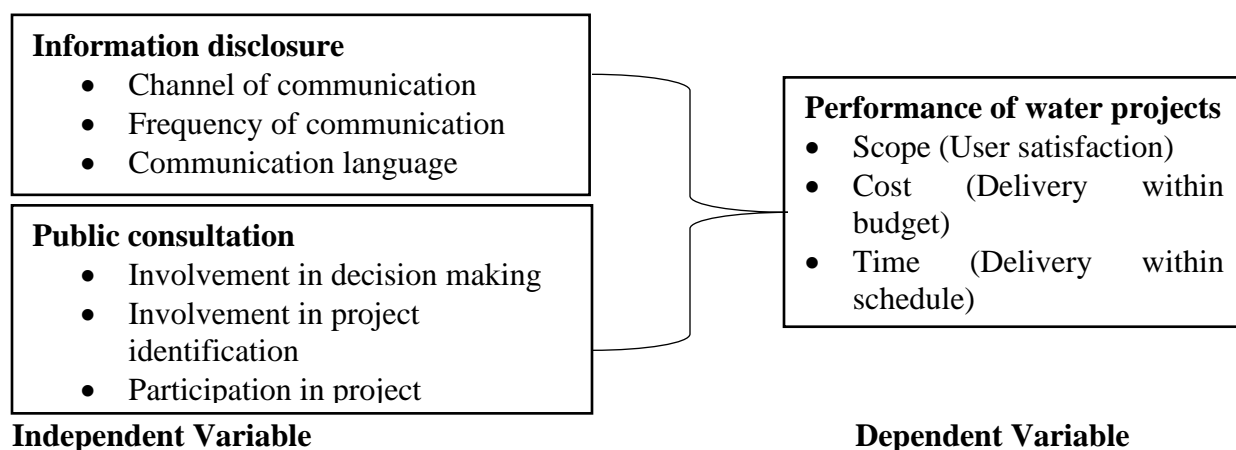
The systems theory is used to explain the effect of information disclosure on performance of water projects. Individuals who have taken part in projects appreciate the projects. The performance of water projects depends on communication between project managers, donors suppliers and community members (users). Poor communication can result to problems and result to a project that does not satisfy the needs of the beneficiaries. Although many project managers concentrated too much on getting the technical parts of the project right, many instances communication challenges lead to project failure.

Stakeholders Theory

Stakeholders Theory was developed by Donaldson and Preston in 1995 and points out that firms often explicitly manage their relationship with various stakeholders. The stakeholder theory is a perfect way of understanding the organization in this environment. Ketokivi and Mahoney (2016) explain that the theory argues that the stakeholders that are part of the firm participate in it for their own benefits and there is no one benefit that is of more priority than the other.

Stakeholders' theory was used in this study to show the effect of public consultation on the performance of water projects. Community members are considered to be stakeholders in water projects as they are the users. Project managers should therefore ensure that they are consulted in all the phases of project management. Failure to consult with the community members leads to lack of support and selection of projects that are not considered as priorities in the community.

Conceptual Framework



Information Disclosure

During the project life the person undertaking the project is supposed to inform the stakeholders of the impact the project is going to have on the social and environmental aspects and the interest it has elicited from the public (Afroze & Khan, 2017). The communication in this case should be based on the earlier channels of engagement built during the process of due diligence. Notably, the organizations funding the project should have proper channels to receive the community

members concerns and should also have ways to address these concerns. The organization should also let the community know of changes in the project and give them more information in some project stages such as when they start the project (Achoki & Kule, 2016).

Disclosing important information to the project stakeholders allows them to be aware of the benefits of the project, existing opportunities and risks associated with the project. Bidhari, Salim and Aisjah (2013) explain that it is important for the organizations to make the stakeholders aware if there is any adverse effect of the project to the local community. The stakeholders should be aware the nature and the size of the project; how long the project is going to tackle before completion; the effect and the risk associated with the project to the employees, social and environment and the measures put in place to mitigate these risks (Otoo, 2015). If there is consultation process going on the stakeholders should be aware of it. The stakeholders should also be aware of any public processes and meetings and how they can be part of these processes and the process used to notify and report these meetings. The organization should use the most appropriate language that is well understood by the stakeholders and ensure the community members can easily access the information and that it is communicated in a culturally respectful manner. In case the project has adverse social and environmental impacts then disclosure should be made early in the project appraisal phase.

Public Consultation

The organization should not plan for any public or private consultation with the public without making the stakeholders aware of the project and its effects on its employees and the local communities (Olsen & Hansen, 2014). In case the community members and the employees of the said projects are at a high risk of adverse impacts, it is the responsibility of the client to come up with consultation with the stakeholders and give them an opportunity to air their concerns on the project and the client should be willing to provide the stakeholders with a response and mitigation measures he will undertake to minimize the adverse impacts (Nadeem, Hameed & Haydar, 2014).

The consultation can only be termed as meaningful if there is full disclosure of the important information where necessary the project plans and the draft project documents should be provided before the project commence. The consultation should be done early during the environmental and social appraisal process and should include the risks associated with the project on the environment and social aspects of the community and the measures put in place to address these concerns (Bakari & Nuhu, 2018).

An Ngure (2018) note that the consultation process should be done in such a way that it respects the culture of the community and in an inclusive manner. The language used in the process should be one that the members prefer and it should also consider the vulnerable and disadvantaged in the community. In addition to the affected community members, others who should be part of this consultation should be any other interested parties. Wamugu and Ogollah (2017) explains that the consultation meeting should be included as part of public commitment of the organization. The participants should be well informed of the final decisions made by the client and the any added measures to mitigate the project risks. The participants should also be made aware of the concerns and views incorporated in the decision made and the process of complaint they can use to air any additional concerns they might have with the decision made.

Empirical Review

Information Disclosure

In China, Anbumozhi, Chotichanathawong and Murugesh (2011) conducted a research on factors which lead to information disclosure in both industrialized and industrializing countries. The study that was descriptive in nature concluded the factors that were responsible for the success of the projects in India, China, Indonesia, the United States and the Philippines included pressure from

the public and private sectors, good quality of data, rewarding of good performers and proper communication of the information available.

Afroze and Khan (2017) conducted an investigation on the influence of project complexities and communication processes on the performance of Pakistan development projects. Data obtained for the study was from interviews conducted with communication personnel's, project managers and coordinators of the projects. The researchers also reviewed existing literature on the subject. The communication practices that were reviewed included frequency of communication, quality, formality and bi-directionality of the communication. According to the outcome of the research the communication practices reviewed were concluded to favorably affect the performance of the development projects. The outcome also revealed that the complexity of the project had little effect on the association between the project performance and the communication practices.

Bidhari, Salim and Aisjah (2013) study looked at the effect of information disclosure on performance of listed financial institutions in Indonesia Stock Exchange. The research was quantitative in nature and took a positivism approach. Unit of analysis was 15 banks that were among the organizations listed at Indonesia Stock Exchange. The period of observations on these banks was between 2008 and 2011. According to the findings disclosure of the information affected the [projects financial performance as indicated by the firm's value quantified by Tobins Q, Return on Equity, Return on Assets and Return on Sales.

Achoki and Kule (2016) conducted a research of the effect of information disclosure (general and strategic disclosure, financial disclosure, forward looking disclosure, and social board disclosure) on performance of selected Rwandese banks. The descriptive study showed a favorable relationship between the size of the organization, information disclosure and the performance of the organization. There was also a favorable association between the forward looking, forward, social and board disclosure and the return on equity. The results also showed an unfavorable association between general & strategic disclosure and return on equity. This means that a 1% increase in strategic disclosure leads to a 20.2% decrease in return on equity of a firm. The conclusion of this study was that organizations are better off with disclosure of social and financial board disclosure if they wanted to improve their performance.

In Ghana, Otoo (2015) did a study on the impact of communication on performance of Ghana revenue Authority. The study adopted the use of descriptive research design. Some of the communication strategies that were popular included telephone, face to face, grapevines, use of email, internet and use of memos. The most popular among these was face-to-face. The study also established that information disclosure has a significant effect on performance of GRA staffs. Further, the study established that information disclosure that was as a result of exaggerations and omission negatively affected the message clarity and needed to be mitigated by the firm and the communicators.

In Kenya, Owuor, and Makori, (2017) conducted research to deduce the effect of information disclosures on completion of water supply and sanitation projects in Nairobi's informal settlements. The design of this research was descriptive research. The study found out that information disclosure has a significant influence the successful completion of the projects done ion the informal settlements. The study also established that there was a negative effect of poor communication on the implementation of the project and the expenditure for the successful completion of the water and sanitation projects went up.

Public Consultation

Milena and Guo (2011) did a study on the impact of public consultation on organizational performance in United States. The researchers adopted descriptive research method during their studies. The study found that public consultation result to better policy outcomes. The study found that according to the conservative view a tradeoff does exist between administrative and

democratic decision making. Further the involvement of the public provided the administration with essential information and it improved the effectiveness of the public programs provided.

Olsen and Hansen (2014) examined the views of the public on the effect cause by exploration of oil in offshore oil exploration in Greenland. The study adopted a case study design. The results indicated that there was no agreement among the stakeholders when it came to the engagement and consultation levels. On the other hand, NGOs emphasize a need for public participation to include their views on decisions made, however the participants rather than take an active role prefer a passive role once the decisions are made.

Nadeem, Hameed and Haydar (2014) did a research on how public consultation impacted Environment Impact Assessment of projects in Pakistan. The study was based on public participation on the projects public meetings, interviews and workshops with EIA experts and personnel. The study found that public consultation was very effective when it was done early in the EIA project stages; it was transparent and reviewed by experts in the sector. The study also established that delayed public consultation and non-transparency during the decision making process negatively affected the effectiveness of EIA projects especially in developing nations.

In Tanzania, Bakari and Nuhu (2018) conducted a research on the influence of public consultation on performance of government projects. Descriptive research design was used to select 15 sub-projects selected in TASAF II national project in Bagamoyo District, Tanzania. The researchers observed 55 of the subprojects site. The outcomes revealed that although the projects were beneficial to the communities and they allowed the local communities to demand, utilize and evaluate services provided to them, challenges still existed in terms of poor analysis, lack of analysis and high costs due to the wastage of time and money. The study also established that although there were problems that were part of the projects, it was very important for the community to be part of the monitoring and evaluation of the TASAF 11 sub-projects.

Ngure (2018) conducted a research on the effect of public consultation on performance of projects in Nyeri County, Kenya. The sample for this study was chosen using systematic sampling. The total sample size was made up of 319 participants. A questionnaire was the tool for data collection. Content analysis was used to analyze qualitative data. The findings indicated that there was little level of information passed on to the women and youths and they were not well involved in the projects decision making them passive participants. This showed that there was a declining trend of women and youth empowerment and participation. The study also found that women and youth were often passive participants which led to their opinions being ignored. The study concludes that the project performance was to a large extent impacted by the leadership in the county.

In Kenya, Wamugu and Ogollah (2017) did a research on the role of public consultation on the performance of CDF projects in Mathira East Constituency. Descriptive research method was adopted during the study. The independent variables of this research were stakeholder participation in the start stages of the projects, planning stage, monitoring stage and implementation stage and monitoring and evaluation stage. The study found that public consultation in the project stages mentioned above significantly affected the projects performance.

Mbevi (2016) conducted a study on the effect of public consultation on projects performances in Makeni County, Kenya. The outcomes revealed that communities were not consulted in project cycle especially in monitoring and evaluation, training, resource contribution and decision making. However, this is due to limited economic resources and failure for community not to fully understand their roles in projects. The study established that community participation through information sharing, resource contribution, collective decision making and project governance have contributed extensively towards development project performance.

RESEARCH METHODOLOGY

This study used descriptive research design. Mugenda and Mugenda (2003) explained the descriptive design as a process of collecting data in order to test a hypothesis or to answer the questions of the current status of the subject under study. The study targeted 218 respondents. Primary data was collected using a semi structured questionnaire. This study adopted the self-administered questionnaire approach. Data from questionnaires was coded and analyzed using the latest Statistical Package for Social Sciences (SPSS) computer software. SPSS software was used because of its ability to appropriately create graphical presentations of questions, data for reporting and presentation. The analyzed data was presented in the form of frequency distribution tables, pie charts and bar graphs where appropriate. The study employed mixed methods data analysis applying the use of descriptive and inferential statistics.

RESEARCH FINDINGS AND DISCUSSIONS

Response rate

The sample size of the study was 218 respondents. The questionnaires were dropped off and picked up later after they were filled by the respondents. Out of 218 questionnaires which were distributed, 201 were duly filled and returned. Egbert (2015) indicates that a response rate of 50% should be considered average, 60% to 70% considered adequate while a response rate of above 70% should be regarded as excellent. This implies that the response rate of 92.2% was adequate for analysis, drawing conclusions and reporting.

Descriptive Analysis of the Variables of the Study

Performance of Water Projects in Informal Settlements

Statements relating to performance of water projects in informal settlements in Nairobi city county, Kenya. The respondents agreed that the water projects in their area have been effective in addressing their water needs. This is supported by a mean of 3.968 (std. dv = 0.905). In addition, as shown by a mean of 3.859 (std. dv = 0.885), the respondents agreed that positive changes in water availability and quality have been experienced since the implementation of the water projects. Further, the respondents agreed that some challenges or negative consequences have been observed as a result of the water project. This is shown by a mean of 3.800 (std. dv = 0.605). As shown by a mean of 3.785 (std. dv = 0.981), the respondents agreed that there is room for improvement in the performance of the water projects.

Table 1: Performance of Water Projects in Informal Settlements

	Mean	Std. Deviation
The water projects in my area have been effective in addressing our water needs.	3.968	0.905
Positive changes in water availability and quality have been experienced since the implementation of the water projects.	3.859	0.885
Some challenges or negative consequences have been observed as a result of the water project.	3.800	0.605
There is room for improvement in the performance of the water projects	3.785	0.981
Aggregate	3.821	0.832

Information Disclosure and Performance of Water Projects

Statements relating to information disclosure and performance of water projects in informal settlements in Nairobi city county, Kenya are presented in Table 2. From the results, the respondents agreed that the sources of information regarding the water projects are readily available and accessible. This is supported by a mean of 3.944 (std. dv = 0.989). In addition, as

shown by a mean of 3.917 (std. dv = 0.805), the respondents agreed that the frequency of updates and communication regarding the progress of the water projects is sufficient. Further, the respondents agreed that they are aware of the parties responsible for disclosing information about the water projects. This is shown by a mean of 3.855 (std. dv = 0.981). The respondents also agreed that the format and language used for providing information about the water projects are easily understandable to the community. This is shown by a mean of 3.849 (std. dv = 0.923). From the results, the respondents agreed with a mean of 3.803 (std. dv = 0.874) that the timing of information disclosure, such as project milestones and updates, has been adequate. Further, as shown by a mean of 3.787 (std. dv = 0.901), the respondents agreed that suggestions and feedback from the community regarding information disclosure have been actively sought and considered.

Table 2: Information Disclosure and Performance of Water Projects

	Mean	Std. Deviation
The sources of information regarding the water projects are readily available and accessible.	3.944	0.989
The frequency of updates and communication regarding the progress of the water projects is sufficient.	3.917	0.805
I am aware of the parties responsible for disclosing information about the water projects.	3.855	0.981
The format and language used for providing information about the water projects are easily understandable to the community.	3.849	0.923
The timing of information disclosure, such as project milestones and updates, has been adequate.	3.803	0.874
Suggestions and feedback from the community regarding information disclosure have been actively sought and considered.	3.787	0.901
Aggregate	3.823	0.867

Public Consultation and the Performance of Water Projects

The influence of public consultation on the performance of water projects in informal settlements in Nairobi city county, Kenya is presented in table 3. the respondents agreed that they have actively participated in public consultation processes related to water project performance. This is supported by a mean of 3.967 (std. dv = 0.897). In addition, as shown by a mean of 3.920 (std. dv = 0.815), the respondents agreed that the methods used for public consultation, such as community meetings, surveys, or online platforms, have been accessible and convenient for me. Further, the respondents agreed that the feedback and input provided by the community during public consultation have been taken into consideration in decision-making related to water project performance. This is shown by a mean of 3.888 (std. dv = 0.901). The respondents also agreed that they believe that public consultation is an important aspect of assessing and improving the performance of water projects. This is shown by a mean of 3.835 (std. dv = 0.793). From the results, the respondents agreed with a mean of 3.813 (std. dv = 0.884) that the outcomes or results of public consultations have been effectively communicated to the community. Further, as shown by a mean of 3.798 (std. dv = 0.786), the respondents agreed that they are satisfied with the level of transparency and openness in the public consultation process regarding water project performance.

Table 3: Public Consultation and the Performance of Water Projects

	Mean	Std. Deviation
I have actively participated in public consultation processes related to water project performance.	3.967	0.897
The methods used for public consultation, such as community meetings, surveys, or online platforms, have been accessible and convenient for me.	3.920	0.815
The feedback and input provided by the community during public consultation have been taken into consideration in decision-making related to water project performance.	3.888	0.901
I believe that public consultation is an important aspect of assessing and improving the performance of water projects.	3.835	0.793
The outcomes or results of public consultations have been effectively communicated to the community.	3.813	0.884
I am satisfied with the level of transparency and openness in the public consultation process regarding water project performance.	3.798	0.786
Aggregate	3.828	0.856

Inferential Analysis

Correlation Analysis

The results in table 4 show that there was a positive correlation between information disclosure and project performance as depicted by a correlation value of was ($r = 0.869$, $p\text{-value}=0.000$). The study also depicted that there is a positive correlation between public consultation and project performance with a correlation value of ($r = 0.796$, $p\text{-value}=0.000$). The study also noted that there was positive correlation was between public capacity building and project performance with a correlation value of ($r = 0.886$, $p\text{-value}=0.000$) and a positive correlation between public relationship management and project performance with a correlation value of ($r = 0.915$, $p\text{-value}=0.000$). This shows that all the four factors that were studied had a positive influence performance of corporate social responsibility projects.

Table 4: Summary of Pearson's Correlations

Variables		Project performance	Information disclosure	Public consultation
Project Performance	Pearson Correlation	1		
	Sig. (2-tailed)			
Information disclosure	Pearson Correlation	.869**	1	
	Sig. (2-tailed)	.000		
Public consultation	Pearson Correlation	.796**	.817	1
	Sig. (2-tailed)	.000	.000	

Regression Analysis

Table 5 Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.923	0.852	0.848	0.296

Table 6 Analysis of Variance

	Sum of Squares	d.f	Mean Square	F	Sig.
Regression	74.562	4	18.641	282.44	.000 ^b
Residual	12.967	196	.066		
Total	87.529	200			

Table 7 Regression of Beta Coefficient and Significance

Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
	β	Std. Error	Beta	t	
Constant/Y Intercept	.248	.058		4.271	.000
Information disclosure	.161	.116	.181	1.388	.167
Public consultation	.175	.052	.193	3.370	.001

From Table 7, the model was significant (p-value = 0.000) at 0.05 level in explaining the linear relationship between the study variables. Additionally, the F-statistic is significantly greater than 1 thus indicating the appropriateness of the model in testing the relationship between the study variables. This means that the model is appropriate for use running a factor analysis.

The coefficient of determination was conducted to assess the suitability of statistical model in forecasting future results. Adjusted R squared is coefficient of assurance which shows the changes in the dependent variable as a result of variations in independent variables. Results in Table 5 show that the value of R squared was 0.852 which shows that there was change of 85.2% on project performance due to changes in information disclosure, public consultation, public capacity building and public relationship management at 95% confidence level. The results show that, holding information disclosure, public consultation, at constant zero, corporate social responsibility project performance would be at 0.248. The researcher found out that a unit change in information disclosure would cause a change in project performance by a factor of 0.161 and unit change in public consultation would contribute to change in project performance by a factor of 0.175.

Conclusion

The study concludes that information disclosure has a positive and significant influence on performance of water projects in informal settlements in Nairobi city county, Kenya. This implies that a unit improvement in information disclosure would lead to improvement in project performance. In addition, the study concludes that public consultation has a positive and significant influence on performance of water projects in informal settlements in Nairobi city county, Kenya. This implies that a unit improvement in public consultation would lead to improvement in project performance.

Recommendations of the Study

The project managers should adopt a multi-directional communication flow of communication and ensure that the same message get to all stakeholders to avoid distortion of messages and also clearly communicated the objectives of the project. Training and capacity building programs are needed in which facilitators who are identified and trained by the companies can interact with and exchange ideas with local communities and, at the same time, instill new ideas. The training should be broad and touch on all areas relating to development, not narrowly on project identification and implementation. Once the community have been sensitized and encouraged to take the initiative in this direction, external support could be sought for more capacity building.

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