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INFLUENCE OF FINANCIAL RESOURCES ON SERVICE DELIVERY AT NATIONAL YOUTH SERVICE, KERIO VALLEY, KENYA

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ABSTRACT

This study examined the influence of financial resources on service delivery at the National Youth Service (NYS) Kerio Valley, Kenya, a critical institution for youth training and community development facing challenges due to inefficient financial resource management. Grounded in the Financial Resource Dependence Theory, a causal research design was adopted to assess the effect of budgeting processes, expenditure management, and financial sustainability on client satisfaction, timeliness, and service quality. Data was collected from 166 of 205 targeted NYS employees (80.98% response rate) using stratified random sampling and structured Likert-scale questionnaires, analyzed with SPSS Version 29 through descriptive statistics, Pearson correlation, and simple linear regression. Findings revealed low perceptions of financial resource management (Mean=2.36, SD=1.223), with significant gaps in return-on-investment evaluation (Mean=2.25, SD=1.208), yet strong service delivery outcomes (Mean=3.84, SD=1.055), indicating organizational resilience. A strong positive correlation ($r=0.802$, $p<0.05$) and significant regression coefficient ($B=0.322$, $p=0.001$) confirmed that financial resources significantly enhance service delivery, leading to the rejection of the null hypothesis. The study concludes that while financial resource management is inadequate, improvements in budgeting, expenditure control, and sustainability can significantly boost service outcomes. Recommendations include adopting participatory budgeting, implementing digital expenditure tracking, conducting regular financial audits, and enhancing staff training to ensure efficient resource use and sustained service delivery in a resource-constrained semi-arid context.

KEYWORDS: *Financial Resources, Service Delivery, Budgeting Processes, Expenditure Management, Financial Sustainability.*

I. INTRODUCTION

1.1 Background of the Study

Service delivery in public institutions forms the foundation of effective governance worldwide, ensuring that citizen needs are met through efficient, equitable, and high-quality public services (Osborne, 2020). Across the globe, financial resource management has emerged as a key determinant of public service effectiveness. For instance, in 2023, U.S. federal agencies allocated $6.8 trillion to public services; however, 40% of programs experienced delays due to funding misalignments and bureaucratic inefficiencies (U.S. Government Accountability Office, 2024). Similarly, Sub-Saharan African nations invested approximately $130 billion in social services within the same year, yet mismanagement and corruption eroded 38% of the funds, significantly constraining service outcomes (United Nations Economic Commission for Africa, 2023).

In Kenya, the Vision 2030 development framework underscores the critical role of financial resources in delivering quality public services, with an estimated KSh 3.2 trillion national budget directed toward socio-economic transformation (Kenya National Treasury, 2024). Nonetheless, public institutions continue to grapple with inefficiencies such as delayed disbursements and inadequate financial oversight, which have led to stalled or incomplete projects, particularly in arid and semi-arid regions. Reports indicate that about 25% of projects in these regions face delays due to funding constraints, highlighting the persistent gap between policy ambition and practical execution (Kenya National Treasury, 2024).

The National Youth Service (NYS), established in 1964 as a semi-autonomous government agency, plays a pivotal role in youth empowerment through paramilitary training, vocational education, and participation in national

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development initiatives (National Youth Service, 2024). The NYS Kerio Valley unit, situated in Elgeyo Marakwet County, operates in a semi-arid environment serving approximately 260,000 residents. This unit faces unique financial and operational challenges, including unpredictable rainfall that disrupts 40% of agricultural training programs and inadequate infrastructure causing delays in 30% of community projects (Kenya Meteorological Department, 2024; Elgeyo Marakwet County Government, 2023). Moreover, inefficiencies such as a 30% unutilized budget due to procurement delays and a 20% reduction in funding in 2024 have led to delays in nearly 45% of NYS projects (Office of the Auditor General, 2023; National Youth Service, 2024).

Financial resources in this study are examined through budgeting processes (planning, allocation, and transparency), expenditure management (monitoring, control, and efficiency), and financial sustainability (long-term adequacy and diversification of funds). Service delivery, on the other hand, is assessed using indicators such as client satisfaction, timeliness, and quality of training and services provided. The study targeted NYS Kerio Valley employees including senior management, middle managers, supervisors, and operational staff who play crucial roles in financial planning and service implementation. By focusing on the NYS Kerio Valley unit, this research addresses a critical gap in understanding how financial resource management influences service delivery within youth-focused institutions operating in semi-arid regions, providing evidence-based insights to enhance both policy formulation and institutional practice.

1.2 Statement of the Problem

Service delivery at NYS Kerio Valley is hindered by inefficient financial resource allocation, with 30% of budgets remaining unutilized due to procurement delays and a 20% funding cut in 2024 delaying 45% of youth training and community projects (Office of the Auditor General, 2024; National Youth Service, 2024). High interest rates (13%) increase borrowing costs, while corruption allegations divert 10% of funds, further straining resources (Central Bank of Kenya, 2023; Transparency International, 2023). These challenges result in delayed training programs, reduced community outreach, and compromised service quality, undermining NYS's mandate. While studies like Kaazara and Kobusingye (2025), M'Nyiri and Ngahu (2018), and Timothy and Michael (2023) highlight financial management's role in service delivery, they focus on local governments, health, or education sectors, lacking specificity to youth-focused institutions in semi-arid regions like Kerio Valley. This study addressesed this gap by investigating the influence of financial resources on service delivery, aiming to provide actionable insights for improving financial efficiency and service outcomes at NYS Kerio Valley. The main aim of this study was establish the influence of financial resources on service delivery at the National Youth Service, Kerio Valley, Kenya. The study was guided by a null hypothesis (H_0), there is no statistically significant influence of financial resources on service delivery at NYS Kerio Valley, Kenya.

II. LITERATURE REVIEW

2.1 Theoretical Review

Introduced by Pfeffer and Salancik in 1978, Financial Resource Dependence Theory posits that organizations rely on financial resources to achieve their objectives, with performance contingent on the availability and strategic allocation of these resources. Pfeffer and Salancik (1978) argued that financial resources, controlled by internal and external stakeholders, determine an organization's capacity to operate effectively and meet strategic goals. The theory emphasizes that organizations must manage dependencies on financial inputs, such as budgets, grants, or donor funding, to maintain operational stability and achieve desired outcomes. Hillman and Dalziel (2021) highlighted that financial resource dependence underscores the need for securing adequate funding and allocating it efficiently to critical functions, such as program implementation and service delivery. This perspective is critical in public sector contexts, where budget constraints often necessitate strategic prioritization (Malatesta and Smith, 2020).

The theory suggests that financial resource availability influences organizational autonomy and decision-making processes. Organizations with sufficient funding can invest in essential operations, while those with limited resources face constraints that hinder performance. Malatesta and Smith (2020) explained that financial resource dependence requires organizations to balance internal needs with external funding requirements, ensuring alignment with strategic priorities to optimize outcomes. Adequate budgets enable the procurement of equipment, staff remuneration, and facility maintenance, all of which are critical for effective service delivery. Hillman and Dalziel (2021) emphasized that effective financial resource allocation mitigates dependency risks, enabling organizations to achieve operational

goals despite external constraints. The theory also underscores the importance of transparent budgeting processes to maintain stakeholder trust and ensure resource accountability.

Critically assessing Financial Resource Dependence Theory, scholars have praised its focus on financial resource management, offering practical insights for organizations operating under budget constraints. Hillman and Dalziel (2021) noted that the theory provides a framework for understanding how financial dependencies shape organizational strategies, particularly in public sector settings. However, critics argue that it overemphasizes external dependencies, potentially undervaluing internal resource management strategies that mitigate financial constraints. Malatesta and Smith (2020) suggested that the theory may not fully account for non-financial resources, such as human capital or infrastructure, which also drive performance. Despite these critiques, the theory's emphasis on financial resource allocation remains valuable for analyzing fiscal impacts on organizational outcomes.

The Financial Resource Dependence Theory was applied to guide the study's objective of examining the influence of financial resources on service delivery at NYS Kerio Valley. It provided a framework for analyzing how budget adequacy and expenditure transparency impacted the timeliness and quality of training and community service programs. The theory informed the assessment of indicators such as budget adequacy (sufficient funding for training materials) and expenditure transparency (clear financial reporting), which were hypothesized to enhance service delivery outcomes. By applying this theory, the study explored how NYS's financial resource management practices, including budget allocation and transparency, supported operational effectiveness, aligning with the theory's emphasis on strategic financial management. The theory supported the hypothesis that sufficient and well-managed financial resources positively impacted service delivery, providing insights into fiscal strategies for improving service delivery in a public sector context.

2.2 Empirical Review

Several studies have examined the relationship between financial resources allocation and service delivery in public institutions. This review evaluates the effectiveness of financial resources allocation on service delivery, focusing on the methodological choices and statistical results of five key studies.

M'Nyiri and Ngahu (2018) investigated the influence of financial management practices on service delivery in public health facilities in Nakuru East Sub-County, Kenya, focusing on financial accountability. A descriptive survey design was adopted, targeting 211 finance and management staff, with a sample of 68 respondents selected through purposive and stratified random sampling. Data was collected using structured questionnaires and analyzed with SPSS Version 24, employing descriptive and inferential statistics. Findings revealed a moderately strong, positive relationship between financial accountability and service delivery ($r=0.471$, $p<0.05$), explaining 39.9% of service delivery variance, with a 0.613-unit change in accountability leading to a unit change in service delivery ($\beta 0=1.372$). The study recommended robust accountability mechanisms, financial controls, and audit trails to enhance health service delivery. However, its focus on health facilities and single-variable emphasis on accountability may limit insights into broader resource allocation dynamics. The current study at NYS Kerio Valley addresses this by examining multiple resource types technological, human, financial, and physical in a youth service context, providing a more comprehensive analysis of service delivery impacts.

Omesa *et al*. (2019) explored how financial resource allocation affects the implementation of strategic plans in county governments in Western Kenya. Utilizing a descriptive survey design, the study targeted all 47 Kenyan county governments, focusing on 10 in Western Kenya, and collected data from strategy executors using semi-structured questionnaires and interviews. Data was analyzed with SPSS, employing descriptive and inferential statistics, confirming a positive and significant effect of financial resource allocation on strategic plan implementation. The study recommended optimizing resource use, hiring professionals, and encouraging resource sharing to enhance service delivery. Its broad regional focus across multiple counties may overlook institution-specific challenges, and the reliance on mixed methods may not fully capture nuanced qualitative insights. The proposed study at NYS Kerio Valley fills this gap by concentrating on a single institution and employing a causal design to deeply analyze the interplay of various resources on service delivery in a semi-arid Kenyan context.

The influence of principals' financial resource allocation on performance contracting in public secondary schools in Machakos County, Kenya, was examined by Munyao *et al*. (2022). A descriptive survey design with a mixed-methods

approach was used, targeting 471 respondents, including 9 assistant directors, 109 principals, and 354 teachers, selected via purposive, proportionate, and random sampling. Data was collected through questionnaires and interviews, analyzed using SPSS for quantitative data and thematic analysis for qualitative data. Results showed a statistically significant relationship between financial allocation and performance contracting implementation ($p=0.065$), concluding that misallocation hinders effective execution. Recommendations included prioritizing financial allocations by school boards to catalyze performance contracting. The study's focus on educational institutions and performance contracting may not fully address broader service delivery dynamics, and its mixed-methods approach may lack depth in quantitative causal analysis. The current study at NYS Kerio Valley bridges this by focusing on service delivery and using a robust causal regression model to assess multiple resource impacts in a public service setting.

Examining the effect of financial resource mobilization on service delivery in local governments, Kaazara and Kobusingye (2025) focused on Kisoro District, Uganda, utilizing multiple linear regression analysis to evaluate relationships between mobilization strategies and service efficiency, local revenue impacts on public services, and associated challenges and opportunities. The study targeted local government stakeholders, employing surveys and statistical tools. Findings highlighted a significant positive association, with tax collection efficiency ($\beta=0.45$, $p=0.001$), grants and donor funding ($\beta=0.38$, $p<0.001$), public-private partnerships ($\beta=0.29$, $p=0.012$), and savings ($\beta=0.17$, $p=0.038$) explaining 72% of service delivery efficiency variance, while local taxes ($\beta=0.52$, $p<0.001$), user fees ($\beta=0.31$, $p=0.002$), and property rates ($\beta=0.25$, $p=0.004$) accounted for 65% of essential service provision variance. Challenges like corruption ($\beta=-0.62$, $p<0.001$) were noted, with opportunities in capacity building ($\beta=0.48$, $p<0.001$) and community participation ($\beta=0.35$, $p=0.001$). The study advocated for governance reforms and partnerships but focused on a Ugandan context, limiting applicability to Kenyan public institutions, and emphasized financial aspects over other resources. The present study at NYS Kerio Valley addresses this by integrating technological, human, financial, and physical resources in a Kenyan youth service context for a holistic service delivery analysis.

Timothy and Michael (2023) conducted a study on the relationship between financial resource management and quality service delivery in public primary schools in Port-Harcourt Metropolis, Rivers State. The researchers employed a correlational research design with a population of 175 head teachers from public primary schools. Using a census technique, they collected data through a self-structured questionnaire and analyzed it using Pearson's Product Moment Correlation Coefficient and t-test. The study revealed a significant positive relationship between financial resource management practices and quality service delivery ($r = 0.661$, $p < 0.05$). The t-test transformation yielded a t-calculated value of 26.30, compared to a t-critical value of ±1.96. The coefficient of determination ($R^2 = 0.925$) indicated that financial resource management explained 92.5% of the variance in quality service delivery.

Mwansa (2022) conducted a literature review on financial management in public service delivery in Zambia. While this study did not present original empirical data or statistical analysis, it synthesized findings from various sources, emphasizing the importance of effective public financial management for service delivery. The review highlighted that proper financial management systems support the provision of critical services and restore confidence in the public sector.

Osuji and Major-Jack (2024) investigated the effect of financial management strategies on quality service delivery in Rivers State universities in Nigeria. Their study employed a descriptive survey design with a sample size of 169 management staff from two state-owned universities. Data was collected using a self-structured questionnaire and analyzed using Pearson's correlation and linear regression. The researchers found a strong positive correlation between resource allocation based on outcomes and service delivery ($r = 0.899$, $p < 0.01$). Regression analysis further confirmed this relationship ($\beta = 0.899$, $t = 5.593$, $p < 0.001$). The coefficient of determination ($R^2 = 0.159$) suggested that resource allocation based on outcomes accounted for 15.9% of the variance in service delivery.

Chol Gabriel Majer and Lazaro Juma Anyor Makuac (2023) analyzed strategic public financial management reforms and their impact on effective service delivery in South Sudan. The study used a descriptive research design with a sample size of 47 respondents from the Ministry of Finance and Planning. Data was collected through self-administered questionnaires and analyzed using frequency analysis and descriptive statistics. While specific statistical

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results were not provided in the document, the study primarily used descriptive statistics to analyze the impact of Integrated Financial Management Information Systems (IFMIS) on transparency, accountability, and service delivery. Biryomumisho *et al*. (2024) explored the impact of financial accountability on service delivery in Kabale District local government, Uganda. The study utilized a cross-sectional survey design with a sample of 86 respondents. Data was collected through questionnaires and interviews, and analyzed using descriptive statistics, Pearson's correlation, and linear regression. The researchers found a strong positive relationship between financial accountability practices, including resource allocation, and service delivery ($r = 0.862$, $p < 0.01$). Regression analysis confirmed this relationship ($\beta = 0.862$, $t = 30.953$, $p < 0.001$). The coefficient of determination ($R^2 = 0.925$) indicated that financial accountability practices explained 92.5% of the variance in service delivery.

The studies on financial resources allocation and service delivery reveal gaps that the current study at NYS Kerio Valley, Kenya, addresses. M'Nyiri and Ngahu (2018) linked financial accountability to health service delivery in Nakuru, but its sectoral focus limits broader resource insights. Omesa *et al*. (2019) confirmed financial allocation's role in strategic plan implementation across Western Kenyan counties, yet its regional scope misses institution-specific dynamics. Munyao *et al*. (2022) found financial allocation impacted performance contracting in Machakos schools, but its educational focus and mixed-methods approach lack causal depth for public services. Kaazara and Kobusingye (2025) showed financial mobilization's strong effect in Uganda, less relevant to Kenyan contexts. Timothy and Michael (2023) correlated financial management with Nigerian school outcomes, limiting applicability to Kenyan public services. Mwansa (2022) reviewed Zambian financial management without primary data, lacking rigor. Osuji and Major-Jack (2024) and Biryomumisho *et al*. (2024) confirmed financial accountability's impact in Nigeria and Uganda, but their contexts differ from Kenya's. Chol and Makuac (2023) provided limited statistical detail in South Sudan. These studies often lack institution-specific focus or integrate few resource types. The current study at NYS Kerio Valley used a causal design with 205 employees to examine financial resources alongside technological, human, and physical factors for tailored service delivery insights.

2.3 Conceptual Framework

A conceptual framework provides a visual and theoretical representation of how variables in a study are related, guiding the researcher in understanding and testing the proposed relationships (Paperpal, 2023). It outlines the logical connections between the independent and dependent variables, helping to explain the direction and strength of influence among them. In this study, financial resources act as the independent variable, encompassing budgeting processes, expenditure management, and financial sustainability, while service delivery serves as the dependent variable, measured through client satisfaction, timeliness, and quality. The framework illustrates that effective financial resource management enhances the quality, efficiency, and responsiveness of service delivery in public institutions.

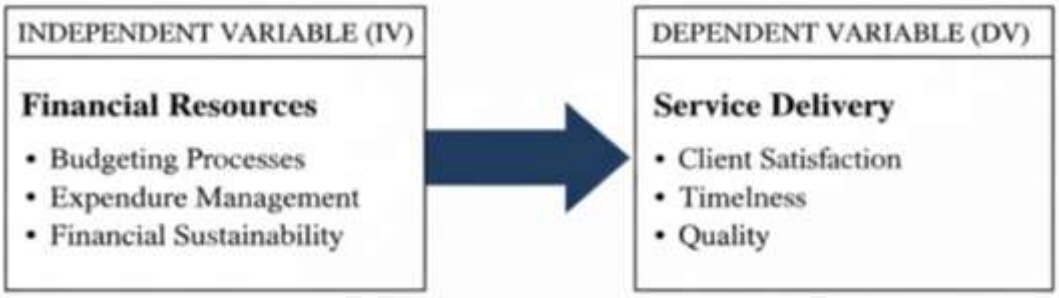


Figure 1: Conceptual Framework

III. RESEARCH METHODOLOGY

This study adopted a causal research design to examine the influence of financial resources on service delivery, suitable for identifying cause-and-effect relationships without manipulating variables. The design enabled statistical analysis to determine correlations between financial resources and service outcomes. The target population consisted of 437 NYS Kerio Valley employees, including senior management (6), middle management (15), supervisors (33), and operational staff (383), whose roles are directly linked to financial management and service implementation (National Youth Service, 2024). Using Yamane's formula ($n=N/[1+N(e^2)]$) with a 0.05 margin of error, a sample size of 205 respondents was derived. Stratified random sampling ensured proportional representation across staff categories, enhancing generalizability (Elfil & Negada, 2017). Data was collected using structured questionnaires with

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closed-ended items rated on a 5-point Likert scale, divided into sections on financial resources covering budgeting processes, expenditure management, and financial sustainability and service delivery measuring client satisfaction, timeliness, and quality. The drop-and-pick method facilitated accessibility across the unit. A pilot study involving 44 respondents at NYS Naivasha tested clarity and reliability, leading to refinement of technical terms for better comprehension as recommended by (Mugenda & Mugenda, 2019).

Validity and reliability were assured through expert review and statistical analysis. Face and content validity were verified by aligning questionnaire items with study objectives and ensuring comprehensive coverage of variables. Cronbach's Alpha confirmed reliability, with financial resources scoring 0.782 and service delivery 0.765, indicating high internal consistency. Data collection followed ethical clearance from the Presbyterian University of East Africa Research Ethics Committee and NACOSTI. Informed consent was obtained, and confidentiality maintained by anonymizing responses and securely storing data. Analysis was conducted using SPSS Version 29, employing descriptive statistics (means, frequencies, percentages) to summarize responses, Pearson correlation to assess relationships, and simple linear regression ($Y = \beta_0 + \beta_1 X_1 + \epsilon$) to determine the influence of financial resources on service delivery. Findings were presented in tables supported by narrative interpretation. Ethical principles guided all stages, including voluntary participation, accurate reporting, and secure disposal of data after analysis.

IV. RESEARCH FINDINGS AND DISCUSSION

A total of 205 questionnaires were distributed, and 166 were fully completed and returned, giving a response rate of 80.98%, which surpasses the 70–80% benchmark for reliable survey data (Creswell & Creswell, 2017). The high response rate reflects the effectiveness of the data collection process and active participation of respondents.

4.1 Financial Resources

Respondents' perceptions of financial resources were assessed using a 5-point Likert scale, focusing on budgeting processes, expenditure management, and financial sustainability. The National Youth Service (NYS) Kerio Valley faces challenges in financial resource management due to procurement delays, funding cuts, and corruption allegations, which undermine service delivery. The findings are summarized in Table 1.

Table 1: Descriptive Statistics for Financial Resources Allocation

Statement	SD (%)	D (%)	N (%)	A (%)	SA (%)	Mean	Std. Deviation
The National Youth Service maintains an effective budgeting process to support its various service areas	28.9	31.3	15.7	19.3	4.8	2.40	1.235
The National Youth Service implements efficient expenditure management practices to optimize resources	31.3	30.1	16.9	18.1	3.6	2.33	1.211
The National Youth Service regularly evaluates the return on investment for its programs and initiatives	34.9	28.9	15.7	16.9	3.6	2.25	1.208
The National Youth Service has adequate measures to ensure financial sustainability	30.1	31.3	15.7	18.1	4.8	2.36	1.223
The National Youth Service effectively balances short-term service delivery needs with long-term strategic investments	27.7	30.1	16.9	20.5	4.8	2.45	1.240
Average						2.36	1.223

Key: SD=Strongly Disagree, D=Disagree, N=Neutral, A=Agree, SA=Strongly Agree

The average mean of 2.36 (SD = 1.223) indicates that most respondents disagreed with statements on effective financial resource management, suggesting that budgeting processes, expenditure management, and financial sustainability are perceived as inadequate at NYS Kerio Valley. The lowest-rated aspect was the regular evaluation of return on investment, with only 20.5% of respondents agreeing (Mean = 2.25, SD = 1.208), while 63.8% disagreed (34.9% strongly disagree, 28.9% disagree). This suggests a critical gap in assessing the financial efficiency of programs, limiting the ability to optimize resources. Expenditure management practices also scored poorly, with only

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21.7% agreeing that they are efficient (Mean = 2.33, SD = 1.211), while 61.4% disagreed, reflecting inefficiencies in cost control and resource optimization.

Financial sustainability measures were supported by only 22.9% of respondents (Mean = 2.36, SD = 1.223), with 61.4% disagreed, aligning with the reported 20% funding cut and 10% fund diversion due to corruption (Transparency International, 2023). Budgeting processes received slightly higher agreement at 24.1% (Mean = 2.40, SD = 1.235), but 60.2% disagreed, indicating limited transparency and stakeholder involvement. Balancing short-term and long-term needs had the highest agreement at 25.3% (Mean = 2.45, SD = 1.240), yet 57.8% disagreed, suggesting challenges in aligning immediate service demands with strategic investments.

These findings align with M'Nyiri and Ngahu (2018), who noted that poor financial management hinders service delivery in Kenyan public institutions. The low means, particularly for return-on-investment evaluation (2.25), highlight the need for urgent improvements in financial resource management to enhance service delivery at NYS Kerio Valley.

4.2 Service Delivery

Respondents' perceptions of service delivery were assessed using a 5-point Likert scale to contextualize the dependent variable. Effective service delivery is critical for NYS Kerio Valley to fulfill its mandate of youth training and community development, yet financial constraints pose significant challenges. The findings are summarized in Table 2.

Table 2: Descriptive Statistics for Service Delivery

Statement	SD (%)	D (%)	N (%)	A (%)	SA (%)	Mean	Std. Deviation
The National Youth Service provides services that effectively meet the needs and expectations of its clients	3.6	6.0	9.0	50.0	31.3	4.00	0.995
Services at the National Youth Service are delivered in a timely and efficient manner	4.5	7.5	11.0	48.1	28.9	3.89	1.037
The quality of services provided by the National Youth Service is consistently high	6.0	9.6	13.3	45.8	25.3	3.75	1.098
Clients can easily access services provided by the National Youth Service through various channels	4.8	7.2	10.8	48.2	28.9	3.89	1.037
There is a high level of client satisfaction with the services provided by the National Youth Service	6.0	10.8	15.7	44.6	22.9	3.68	1.107
Average						3.84	1.055

Key: SD=Strongly Disagree, D=Disagree, N=Neutral, A=Agree, SA=Strongly Agree

The average mean of 3.84 (SD = 1.055) indicates that most respondents agreed with statements on effective service delivery, suggesting that NYS Kerio Valley is perceived to perform relatively well in meeting client needs despite financial constraints. This positive perception contrasts with the low financial resource management scores, indicating organizational resilience, possibly driven by staff dedication. Client satisfaction with meeting needs and expectations scored highest, with 81.3% of respondents agreeing (Mean = 4.00, SD = 0.995), while only 9.6% disagreed, reflecting strong performance in addressing youth and community needs.

Timeliness and efficiency of services were supported by 77.0% of respondents (Mean = 3.89, SD = 1.037), with 12.0% disagreeing, though occasional delays in 45% of projects were reported (Office of the Auditor General, 2024). Service quality received agreement from 71.1% of respondents (Mean = 3.75, SD = 1.098), with 15.6% disagreeing, indicating consistent but not exceptional quality. Accessibility of services through various channels was agreed upon by 77.1% (Mean = 3.89, SD = 1.037), with 12.0% disagreeing, suggesting effective service channels despite infrastructure challenges in a semi-arid region. Overall client satisfaction had the lowest agreement at 67.5% (Mean = 3.68, SD = 1.107), with 16.8% disagreeing, reflecting some gaps in meeting expectations fully.

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4.3 Correlation Analysis

This section presents the correlation results used to determine the strength and direction of the relationship between financial resources and service delivery at NYS Kerio Valley. The analysis employed Pearson's correlation coefficient to establish whether variations in financial resources are associated with changes in service delivery outcomes. The results are presented in Table 4.

Table 4: Correlation Analysis

Variable	Financial Resources	Service Delivery
Financial Resources	1	0.802**
Service Delivery	0.802**	1

*N=166; **Correlation is significant at the 0.05 level (2-tailed).

The Pearson correlation coefficient ($r=0.802$, $p<0.05$) indicates a strong positive relationship between financial resources and service delivery, suggesting that improvements in budgeting, expenditure management, and financial sustainability enhance service outcomes. This aligns with Timothy and Michael (2023) ($r=0.661$, $p<0.05$) and Biryomumisho et al. (2024) ($r=0.862$, $p<0.01$), who found strong correlations in educational and local government contexts. The result supports the Financial Resource Dependence Theory's premise that resource availability drives organizational performance.

4.4 Regression Analysis

This section presents the regression analysis results used to assess the extent to which financial resources predict service delivery at NYS Kerio Valley. The regression model was applied to test the hypothesis that financial resources have a significant influence on service delivery. The results are as presented in table 5.

Table 5: Coefficients

Predictor	B	Std. Error	Beta	t	Sig.
(Constant)	0.298	0.423		0.704	0.482
Financial Resources	0.322	0.031	0.802	10.357	0.001

a. Dependent Variable: Service Delivery

The unstandardized coefficient ($B=0.322$, $p=0.001$) indicates that a one-unit improvement in financial resources increases service delivery by 0.322 units, holding other factors constant. The standardized coefficient ($\beta=0.802$) confirms a strong positive effect. The constant ($B=0.298$, $p=0.482$) is not significant, suggesting limited baseline service delivery without financial resources. The p-value ($0.001 < 0.05$) leads to the rejection of the null hypothesis (H_0), confirming that financial resources significantly influence service delivery.

V. CONCLUSION

The study sought to determine the influence of financial resources on service delivery at the National Youth Service (NYS) Kerio Valley. Findings revealed a strong positive and significant relationship between financial resources and service delivery ($r = 0.802$, $p < 0.05$), indicating that adequate and well-managed financial resources enhance organizational efficiency, timeliness, and service quality. However, respondents generally viewed financial resource management at NYS Kerio Valley as inadequate, with a low mean score of 2.36, implying weaknesses in budgeting processes, expenditure management, and financial sustainability. A majority (over 60%) of respondents disagreed that NYS maintains effective budgeting or conducts regular return-on-investment evaluations, citing delays in procurement, limited transparency, and occasional fund diversions. Despite these challenges, respondents acknowledged that service delivery remains fairly strong (mean = 3.84), largely due to staff commitment and organizational resilience. The study concludes that while financial resources significantly influence service delivery, NYS Kerio Valley must strengthen financial planning, accountability, and resource allocation mechanisms to sustain and improve its performance.

VI. RECOMMENDATIONS

Based on the findings, the study recommends that NYS Kerio Valley should enhance financial resource management by adopting transparent and participatory budgeting processes that involve key stakeholders. The institution should establish robust expenditure monitoring systems to ensure funds are used efficiently and reduce misuse or diversion.

Regular financial performance audits and return-on-investment evaluations should be institutionalized to guide decision-making and promote accountability. Additionally, timely disbursement of funds from the national headquarters is essential to prevent operational delays. Investment in financial management training for officers can also improve efficiency in budgeting and expenditure tracking. Finally, NYS should strengthen internal control systems and embrace technology-driven financial management tools to ensure optimal utilization of available resources and improve the overall quality of service delivery.

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