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Influence of Process Innovation on Performance of Civil Registration in Kitui County

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Abstract

The public sector plays a very significant role in modern economies. The ability of the public sector to innovate is therefore increasingly seen as a critical element of economy-wide innovation performance. However, innovation policies and strategies relating to the public sector are far less developed than those targeting the business sector. It is less clear to what extent entrepreneurial action is possible or advisable in the public sector as a mechanism for driving innovation. This study sought to determine the influence of process innovation on the performance of civil registration. The theory that informed the study was diffusion innovation theory. The study's target population was the five (5) civil registration offices in Kitui County, which also served as the unit of analysis. The unit of observation was the managers (Civil registration officers) and the line staff (clerical officers, office administrators, registration assistants) working in the Kitui County Civil Registration Department. The accessible population was 63 line staff and 8 managers. The study adopted a descriptive research design. Regression was used to test the significant relationship of the independent variables against the dependent variable. The study findings indicated that process innovation had high correlation with performance (0.742, $p=0.000$), revealing a strong positive relationship between innovating procedures and methods used in civil registration and the overall system performance. Regression results showed that process innovation positively influenced civil registration performance (coefficient=0.165, $t=3.191$, $p=0.002$). The study concludes that process innovation positively influences civil registration performance in Kitui County. Streamlined processes, elimination of redundant steps, and effective procedures significantly improve the quality and efficiency of civil registration services. The study recommends that Kitui County actively pursue process innovation by reviewing existing processes, identifying bottlenecks, and simplifying procedures. Removing redundant steps and introducing efficient alternatives can contribute to a smoother and more effective civil registration system, improving user experience and operational efficiency.

Keywords: *Process Innovation, Performance, Civil Registration Kitui County*

1.1 Introduction

Process innovation plays a crucial role in enhancing the performance of civil registration systems. By implementing new or significantly improved production or delivery methods, civil registration departments can streamline their operations and improve efficiency (Gustafsson, Snyder & Witell, 2020). Process innovation involves making significant changes to techniques, improving processes, enhancing implementation, and monitoring feedback (McGuinness & Morgan, 2020). These improvements can lead to faster and more accurate registration of vital events, ultimately benefiting both the government and the citizens who rely on these services. The adoption of process innovation in civil registration can yield numerous benefits. Streamlined processes can reduce the time required to register vital events, making it more convenient for citizens to access these services. Additionally, improved processes can minimize errors and inconsistencies in the registration data, ensuring the accuracy and reliability of the information collected (Lawson & Samson, 2019). By implementing feedback monitoring mechanisms, civil registration departments can continuously assess and refine their processes, ensuring that they remain efficient and responsive to the needs of the population they serve.

Process innovation is particularly important in the context of developing countries, where civil registration systems often face challenges such as limited resources, inadequate infrastructure, and complex bureaucratic procedures. By embracing process innovation, these countries can overcome these obstacles and improve the performance of their civil registration systems (Onagoruwa & Wodon, 2021). For example, implementing simplified registration forms, decentralizing registration points, and introducing mobile registration units can make it easier for citizens in remote areas to access civil registration services (World Health Organization, 2021).

In Kenya, the government has recognized the importance of process innovation in improving the performance of civil registration. The second 5-year strategic innovative plan, which started in 2018, sets clear priorities for the development of a well-functioning civil registration and vital statistics system (Kenya National Bureau of Statistics, 2019). By identifying and addressing challenges related to processes, such as inadequate monitoring and evaluation, and inefficient compilation and dissemination of vital statistics, Kenya aims to enhance the efficiency and effectiveness of its civil registration system. The adoption of process innovation, in combination with other innovative strategies, can contribute to the realization of this goal and improve the overall performance of civil registration in the country.

Performance approaches widely used in the private, public and third sectors include those based on several different traditions in performance management (Muturi & Mose, 2020). Results based management, used widely in many development organizations, focuses on setting goals and objectives, against which performance is then measured (Bititci, Bourne & Sang, 2018). Quality management emphasizes above all the perspective of the ‘customer’ or recipient, and financial audit as a third key tradition (Freysis, et al, 2021). Mixed or balanced approaches, or ‘multidimensional frameworks’, have been used more recently as a way of adapting and integrating ideas from disparate disciplines. (Aboramadan, 2018; Savaş & Karakaş, 2019). In this study, organizational performance was measured using service delivery, timeliness and quality of services.

This study was conducted in Kitui County, which is located in the Eastern Kenya region. The county has an area of 30,430 km² and a population of 1,136,187. The civil registration department in Kitui County headquarters is based in Kitui Town. The branches are based in five sub-counties

this includes Kitui Central, Kitui Rural, Kitui South (Mutomo), Kitui East (Mutito), Mwingi North, and Mwingi Central.

1.2 Statement of the Problem

In Kitui County, the civil registration department faces significant challenges in executing its mandates due to a lack of process innovation (Infotrak Research, 2020). This leads to inaccurate databases, which negatively impact the performance of civil registration in the county, with ratings below 50% for registered births and deaths (Infotrak Research, 2020). Additionally, citizens experience delays in the retrieval of key documents, rendering the county inefficient in service delivery. The absence of effective process innovation strategies has resulted in inefficiencies, delays, and inaccuracies in civil registration processes, such as birth and death registrations, and other identification documentation (Kitui County, 2021). These issues have implications for various aspects, including social welfare programs, public health planning, electoral processes, and access to essential services.

Despite the importance of process innovation in improving the performance of civil registration, there are research gaps in the existing literature. Agyei-Mensah (2017) examined the effect of process innovation on performance in the banking industry in Ghana, but the context differs from the civil registration sector. Kowo, Akinbola, and Akinrinola (2018) assessed the effect of process innovation on organizational performance, focusing on financial performance output, while the current study focuses on organizational performance aspects in the public sector. Alshorman (2020) investigated the effect of process innovation on business performance in product industries in Malaysia from a design management perspective, which differs from the civil registration context. Therefore, this study aimed to bridge the gap by determining the nexus between process innovation and the performance of civil registration in Kitui County.

1.3 Objective of the Study

To evaluate the influence of process innovation on the performance of civil registration in Kitui County.

2.1 Literature Review

2.1.1 Diffusion of Innovation Theory

Rogers (1962) authored the diffusion of Innovation Theory. The diffusion of innovations theory describes the pattern and speed at which new ideas, practices, or products spread through a population. Diffusion of Innovation Theory conceptualizes a thought or item picks up energy and diffuses (or spreads) through an explicit populace or social framework. The final product of this dispersion is that individuals, as a major aspect of a social framework, adopt another thought, behavior, or service/product (Rogers (1962).

The stages, by which a person adopts an innovation, and whereby diffusion is accomplished, include awareness of the need for an innovation, decision to adopt (or reject) the innovation, initial use of the innovation to test it, and continued use of the innovation. Five adopter categories include innovators, early adopters, early majority, late majority and laggards (Rogers, 1962).

Innovators are characterized by those who want to be the first to try the innovation. Early adopters are characterized by those who are comfortable with change and adopting new ideas. The early Majority are characterized by those who adopt innovations before the average person. The late majority are characterized by those who are skeptical of change and will only adopt an innovation

after it has been generally accepted and adopted by the majority of the population. Laggards are characterized by those who are very traditional and conservative they are the last to make the changeover to new technologies. This category is the hardest to appeal to (Rogers, 1962).

The diffusion of innovation theory is criticized as it works better with the adoption of behaviors rather than the cessation or prevention of behaviors. It does not take into account an individual's resources or social support to adopt the new behavior (or innovation) (Wani & Ali, 2020). In complex environments where the adopter is receiving information from many sources and is returning feedback to the sender, a one-way model is insufficient and multiple communication flows need to be examined (Morone & Taylor, 2020).

The theory is relevant as it informs the innovation adoption process in an organization. The innovation may come in the form of organizational, technological, service and process organization. According to the theory, the civil registration department can be categorized depending on the level of technology adoption that is innovators, early adopters, early majority, late majority and laggards relative to other government departments and organizations.

2.2 Empirical Review

Alshorman (2020) assessed the effect of process innovation on the business performance of product industries in Malaysia. The quantitative research design approach was used in this study to collect data from 386 respondents selected from the product industries in Malaysia. The required data were obtained using simple random sampling by a validated questionnaire. Furthermore, the data collected from the survey was analyzed using Structural Equation Modelling (SEM). The results of this study showed that there is a significant relationship between process innovation and design management with business performance, as well as design management, mediates the relationship between process innovation and business performance of product industries in Malaysia. In addition, the study established that process innovation leads to better business performance, which will benefit the product industries in the future.

Agyei-Mensah (2017) conducted a study to examine the effect of process innovation on performance in the banking industry with the case of UT Bank in Ghana. The study adopted a descriptive research design. The study findings indicated that process innovation had a moderate relationship with organizational performance. The study recommended that banks become more proactive in developing products and services that create value for customers. Banks must also empower their frontline executives to become more customer-oriented as that presents an opportunity to get customer input toward innovative decision-making.

Kowo, Akinbola and Akinrinola (2018) assessed the effect of process innovation on organizational performance. A total of 114 questionnaires were administered to major telecommunication operator employees in Lagos State, Nigeria to get primary data that treated and tested appropriate research questions and hypotheses accordingly. The study adopted a survey method. SPSS was also employed in testing the research hypothesis. The study found that process innovation has a significant effect on organizational performance and there exists a significant relationship between service modification and sales volume.

Kenfac and Yang (2019) explored how regions in Sweden conducted process development in the waste administration division. The explanation behind this abstract examination of four municipalities in Sweden (Kalmar, Mörbylånga, Nybro and Torsås) was to assess the impacts of process development in waste collection forms on districts' exhibitions in Sweden by the utilization

of the grounded theory technique. Amid this investigation, it was found that the utilization of process innovation positively affects the region's budgetary and client performance. Additionally, the significance of process development as a well-ordered process and not an abrupt change was found to be critical for a successful process innovation. Applying corporate social obligation as a self-direction instrument inside an organization, which adds to environmental sustainability for the organization; also showed a positive relation with municipalities' performances.

Nyamoita (2020) assessed the impact of process development on service organizations in Kenya with the case of Kenya Power Company. The study adopted a cross-sectional research design. The findings demonstrated a positive factually noteworthy relationship between the sale of power, a proportion of the prepaid process innovation and money-related execution pointer of profit for resources. The study recommended that there was a need for the government to encourage innovation in the service organizations which was turn anticipated would enhance revenue collection, improve utility billing and accuracy, reduce unnecessary costs and be more competitive in the market.

Lam et al. (2014) found a positive relationship between process innovation and performance, indicating that firms implementing innovative processes experienced higher productivity and profitability. Similarly, Garcia et al. (2018) conducted research in the service sector and found that process innovation positively influenced firm performance, leading to increased customer satisfaction and market share. Additionally, process innovation has been linked to improved organizational agility and flexibility, enabling firms to respond quickly to changing market conditions (Wang et al., 2016). By implementing innovative processes, organizations can reduce costs, minimize errors, and optimize resource utilization, leading to enhanced competitiveness and performance (Zhang et al., 2019).

2.5 Conceptual Framework

Conceptual frameworks are maps inferred or derived from specific illustrations or circumstances that help to show the relationships between an interplay of variables graphically and diagrammatically (Hennink, Hutter & Bailey, 2020). Process innovation was operationalized by improved processes, enhanced implementation and feedback monitoring. Performance of civil registration was operationalized by efficiency of service, accessibility of services and timeliness of services.

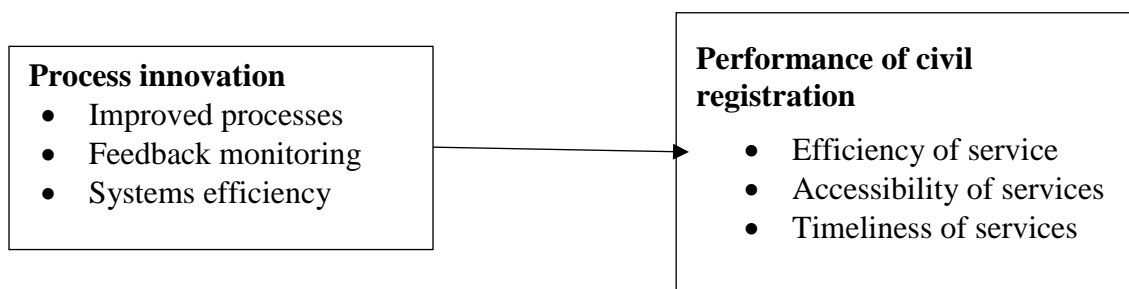


Figure 1: Conceptual Framework

3.1 Research Methodology

The study adopted a descriptive research design. Descriptive studies use the logical methods of inductive-deductive reasoning to arrive at generalizations. In addition, descriptive studies employ

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methods of randomization so that error may be estimated when inferring population characteristics from observations (Dannels, 2018).

The target population for a survey is the entire set of units for which the survey data are to be used to make inferences (Lai, 2018). The study's target population was the five (5) civil registration offices in Kitui County (Kitui County, 2022). They include Kitui County Headquarters, Mutomo Office, Mutito North Office, Mwingi Office and Kyuso Office. The unit of analysis was the five (5) civil registration offices. The unit of observation was the managers (Civil registration officers) and the line staff (clerical officers, office administrators, registration assistants) working in Kitui Civil Registration Department. The accessible population was 71 participants

This study used a census technique where the entire population of 71 respondents was used in the study. This study collected primary data using a questionnaire and interview guide as the research instruments to collect data from the respondents. Questionnaires was administered by use of the hard copy method. Hardcopy questionnaires were dropped to the targeted respondents and picked after one week. Quantitative data analysis techniques were applied to analyze the data collected through questionnaires. Qualitative data gathered through open-ended questions in the questionnaire and interviews, was analyzed using thematic analysis. Linear regression was employed to measure the association between process and the performance of civil registration.

The regression model was:

$$Y = \beta_0 + \beta_1 X_1 + \varepsilon$$

Where:

Y= performance of civil registration

X₁= process innovation

β₁, represent the coefficient associated with the independent variable

4.1 Results and Findings

A total of 63 questionnaires were distributed for this research to the line staff, with 57 questionnaires completed and returned. What about the interviews? The research had a commendable response rate of 90.48%, indicating a high level of participation for line staff and 100% for managers.

4.2 Descriptive Statistics

4.2.1 Process Innovation

The research assessed the degree of agreement among the participants on the claims on process innovation. The results are shown in Table 1.

Table 1: Descriptive Statistics Outputs for Process Innovation

Statements	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree	Medn.	S.D
There is process innovation to facilitate service accessibility to citizens	5.1%	43.6%	38.5%	5.1%	7.7%	1.66	0.95
There is process innovation to enhance service implementation for citizens	7.7%	34.6%	37.2%	10.3%	10.3%	1.55	1.07
There is process innovation to strengthen feedback monitoring in the service delivery	5.1%	43.6%	35.9%	7.7%	7.7%	1.59	0.97
There is process innovation to continually improve production or delivery methods in the organization	5.1%	29.5%	52.6%	6.4%	6.4%	1.64	0.89
There is process inventiveness incorporated in upgrades of systems	6.4%	41.0%	41.0%	6.4%	5.1%	1.66	0.90
Average						1.62	0.96

The statement, "There is process innovation to facilitate service accessibility to citizens," had a median of 1.66 suggesting that respondents are leaning towards disagreement. This implies that there may be a perception that the organization is not actively innovating its processes to make services more accessible to citizens. Specifically, a large proportion of respondents (43.6%) disagree with the statement, and 38.5% remain neutral, highlighting substantial room for improvement in process innovation. Only a minimal percentage of respondents agree (5.1%) or strongly agree (7.7%) with the statement, which is not in alignment with the study's objective to assess the influence of strategic innovation on the performance of civil registration. The data suggest that the absence or lack of recognized process innovation could be a limiting factor in achieving enhanced performance and service accessibility

The statement "There is process innovation to enhanced service implementation to citizens" had a median of 1.55, and respondents were inclined towards disagreement. This implies that there might be a lack of perceived efforts to innovate processes for improved service implementation to citizens. This suggests a need to focus on innovating service delivery processes. A significant proportion, 37.2%, remained neutral, while 34.6% disagreed and only 20.6% agreed or strongly agreed. These statistics suggest that there is a noticeable gap in the perception of process innovation as a driving factor for improved performance in civil registration. The considerable standard deviation emphasizes the variation in opinions, which could imply that process innovation is not uniformly implemented.

The statement "There is process innovation to strengthen feedback monitoring in the service delivery" revealed a notable inclination towards negative perceptions among respondents. A significant 43.6% of respondents disagreed with the assertion, and another 5.1% strongly disagreed, indicating a prevalent sentiment that the organization's service delivery does not substantially benefit from innovative procedures in feedback monitoring. In addition, 35.9% remained neutral, suggesting a possible lack of information or ambivalence regarding this issue.

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A mere 15.4% (7.7% agree and 7.7% strongly agree) expressed a favorable view. The median of 1.59 suggests a tendency towards disagreement.

The statement "There is process innovation to continually improve production or delivery method in the organization" had a median of 1.84 suggesting a slight tendency towards disagreement. It implies that respondents may not strongly believe that there is ongoing process innovation aimed at improving production or delivery methods in the organization. This highlights a need for more proactive process improvement efforts. A majority (52.6%) of respondents are neutral on the matter, while a significant proportion (29.5%) disagree that there is ongoing process innovation. Only a small fraction of respondents either agree or strongly agree (totaling 12.8%) with the statement. These statistics are indicative of an area requiring scrutiny, as the relatively low endorsement for process innovation could imply limitations in strategic innovation, which is crucial for enhancing the performance of civil registration in the targeted region.

The statement that there is process inventiveness incorporated in upgrades of systems had a median of 1.66. It implies that there might be a perception of limited inventiveness in the process upgrades of systems within the organization. Incorporating more creativity and innovation into system upgrades could be beneficial. A considerable 41.0% of the participants are neutral, while another 41.0% disagree. A minority, totaling 11.5%, either agree or strongly agree, and 6.4% strongly disagree. The standard deviation of 0.90 indicates moderate variability in the opinions. The statistics suggest that there is a general ambivalence or perhaps even skepticism toward the incorporation of process innovation in the current systems within the civil registration services in Kitui County. This could imply that strategic innovation in terms of process improvements may not be highly integrated or may not be effectively communicated, which might impact the performance of civil registration.

A manager (MO1) was asked what some of the ways that process innovation has influenced the performance of civil registration and responded that;

"Process innovation has shown some promise, but there's room for growth. We have introduced lean principles in our workflow, which has reduced waste and improved efficiency. However, it's not yet fully integrated into all departments, and we need more training and awareness among staff." (MO1)

Another manager (MO2) indicated that;

"Process innovation has streamlined our operations. We have automated repetitive tasks." (MO2)

4.2.2 Performance of Civil Registration

The dependent objective was to determine the performance of civil registration in Kitui County. The research assessed the degree of agreement among the participants on the claims on the performance of civil registration. The results are shown in Table 2.

Table 2: Descriptive Statistics Outputs for Performance of Civil Registration

Statements	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree	Medn.	S.D
More births and deaths are now being documented/registered than in previous years	9.0%	42.3%	38.5%	5.1%	5.1%	1.59	0.92
We receive more positive feedback than negative feedback from our clients	3.8%	41.0%	37.2%	6.4%	11.5%	1.79	0.72
Our department has experienced increased service coverage across the County	6.4%	46.2%	30.8%	9.0%	7.7%	1.54	0.82
Our department has experienced improved customer service delivery	11.5%	42.3%	34.6%	5.1%	6.4%	1.75	0.78
Average						1.67	0.81

In regard to the statement that "More births and deaths are now being documented/registered than in previous years," had a median of 1.59 suggesting that respondents tend to lean towards disagreement. It implies that there may be a perception that the organization is not significantly improving its documentation and registration of births and deaths compared to previous years. A significant proportion, 42.3%, disagreed with the statement, while 38.5% remained neutral, illustrating that there is still room for improvement in the civil registration process. Only a small percentage, comprising 5.1% for each, agreed or strongly agreed with the statement. These statistics suggest that there is a general perception that the documentation of births and deaths has not seen significant improvement in Kitui County.

The data indicates that the majority of respondents either disagree (41.0%) or remain neutral (37.2%) regarding the statement that they receive more positive feedback than negative feedback from clients. Only a small proportion of participants agree (6.4%) or strongly agree (11.5%) with this statement. With a median of 1.79, respondents are leaning toward agreement. It suggests that there is a perception that the organization receives more positive feedback than negative feedback from clients. This can be seen as a positive sign of client satisfaction.

There is a notable discrepancy in perceptions regarding the increase in service coverage across the County. A significant proportion of respondents, 46.2%, disagree that there has been increased service coverage, while 6.4% strongly disagree, underscoring a prevalent sentiment of dissatisfaction. Conversely, a relatively smaller fraction, composed of 9.0% who agree and 7.7% who strongly agree, posits that service coverage has indeed expanded. A substantial 30.8% of the respondents remain neutral on the issue. The median of 1.54 indicates that respondents are inclined towards disagreement. It implies that there might be a perception that the department has not significantly expanded its service coverage across the county.

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The results indicated that a majority of the respondents are either dissatisfied or neutral about the improvements in customer service delivery within the department. About 53.8% of respondents either strongly disagree or disagree with the statement "Our department has experienced improved customer service delivery," while only 11.5% show strong agreement or agreement. A substantial portion, 34.6%, remains neutral. The median score is 1.75 suggests that respondents are leaning toward agreement. It implies that there is a perception of improved customer service delivery within the department.

4.3 Correlation analysis

A correlation study was performed to determine the relationship between the independent and dependent variables. Correlation coefficients, denoted as "r," are used in quantifying the magnitude and orientation of these associations. Table 3 displays the correlation matrix.

Table 3: Correlation Matrix

	Performance	Process innovation
Performance	1.000	
Process innovation	0.742** 0.000	1.000

Process innovation has the highest correlation coefficient with performance at 0.742, and it is extremely significant with a p-value of 0.000. This reveals a strong positive relationship between innovating the procedures and methods used in civil registration and the overall performance of the system. This implies that simplifying registration processes or incorporating automated systems for better results.

4.4 Regression Analysis

The research conducted a regression analysis to determine the statistical significance of the connection between the independent and dependent variables. The fitness of the regression model in describing the studied phenomena is shown in Table 4.

Table 4: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.887a	0.786	0.77	25.276

The coefficient of determination, R Square, was 0.786 and the adjusted R-square was 0.77 indicating that approximately 77% of the variance in performance can be explained by the independent variables included in the model. This suggests a reasonably strong relationship between the variables. The Analysis of Variance (ANOVA) results are shown in Table 5.

Table 5: ANOVA

	Sum of Squares	df	Mean Square	F	Sig.
Regression	122240.336	1	30560.084	47.833	0.000b
Residual	33222.331	55	638.891		
Total	155462.667	56			

The results provide further evidence supporting the significance of the regression model, as shown by the F-statistic of 47.833(p<0.000). This is reinforced by the fact that the p-value was 0.000, which is below the conventional significance level of 0.05. The research used a regression coefficient analysis to determine the statistical significance of the connection between the independent factors and the dependent variable. The results of the regression coefficients are shown in Table 6.

Table 6: Regression Results

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.
	β	Std. Error			
(Constant)	191.868	11.655		16.463	0.000
Process innovation	0.165	0.052	0.302	3.191	0.002

The regression results indicate process innovation has a coefficient of 0.165. The t-value of 3.191 and a significance level of 0.002 indicate that process innovation positively influences civil registration performance. Each unit increase in process innovation results in a 0.165 unit increase in performance.

The fitted regression model was:

$$Y = \beta_0 + 0.165X_1$$

Where:

Y= Performance of civil registration

X₁= process innovation

4.5 Discussion of Findings

The research was to determine the influence of process innovation on the performance of civil registration in Kitui County. Correlation results indicated a strong positive relationship between innovating the procedures and methods used in civil registration and the overall performance of the system. The regression results indicated that process innovation positively influences civil registration performance. These findings indicate that enhancing and modernizing the processes involved in civil registration can lead to notable improvements in system performance. As process innovation continues to evolve and adapt to changing needs and technological advancements, it serves as a crucial driver of efficiency and effectiveness within civil registration services.

The findings align with several studies examining the relationship between process innovation and organizational performance across various industries and contexts. Alshorman (2020) and Kenfac and Yang (2019) both found that process innovation positively impacts organizational performance, leading to improved financial and customer-related outcomes. Similarly, Nyamoita (2020) demonstrated a positive relationship between process innovation and financial performance in service organizations, emphasizing the importance of innovation in enhancing revenue collection and market competitiveness. Moreover, Agyei-Mensah (2017) highlighted the significance of process innovation in the banking industry, where innovative processes contribute to organizational performance through improved customer value creation and service delivery. Kowo, Akinbola, and Akinrinola (2018) also found that process innovation has a significant effect

on organizational performance, particularly through service modification and sales volume in the telecommunications sector.

The broader literature, represented by Lam et al. (2014), Garcia et al. (2018), Wang et al. (2016), and Zhang et al. (2019), further supports the positive relationship between process innovation and performance. These studies demonstrate that firms implementing innovative processes experience higher productivity, profitability, and customer satisfaction, while also enhancing organizational agility and flexibility to adapt to changing market conditions.

These findings contribute to the body of knowledge by providing empirical evidence of the positive association between process innovation and civil registration performance. By corroborating with existing literature, this study reinforces the importance of process innovation in driving improvements in organizational performance across various industries and contexts. This study emphasizes the practical relevance of process innovation in enhancing the effectiveness and efficiency of civil registration services, aligning with broader perspectives on the transformative impact of innovation on organizational success.

5.1 Conclusions

The analysis indicates that process innovation also positively influences the performance of civil registration in Kitui County. Innovating the procedures and methods used in civil registration contributes to better system outcomes. It becomes evident that streamlined processes, possibly through the elimination of redundant steps or the introduction of more effective procedures, can significantly improve the overall quality and efficiency of civil registration services. Process innovation, therefore, is a critical element in achieving higher performance levels in the civil registration systems of Kitui County.

6.1 Recommendations

The findings underscore the importance of actively pursuing process innovation to improve civil registration outcomes in Kitui County. This entails a thorough review of existing processes to identify bottlenecks or inefficiencies that could be streamlined. Simplifying procedures, removing redundant steps, and introducing efficient alternatives can all contribute to a smoother and more effective civil registration system. By focusing on process innovation, Kitui County can significantly improve the user experience and operational efficiency of its civil registration services.

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