

## Abstract

Water is a natural resource, which, due to climate changes and global warming has continuously been scarce. Water resources in Kenya are regulated by the Water Service Regulatory Board (WSRB) with aim of provision of reliable clean water to all Kenyans in all regions. The eastern region of Kenya is an ASAL region and the unique challenges of these regions in water provision are a critical empirical investigation point. Breath of service is one of the unique firm characteristics, and it has a possible direct effect on the firm's ability to implement its strategies. This study examined the effect of breath of service on implementation of water sector reforms in the eastern region of Kenya. The study used Cross sectional descriptive research design. Study population was 118 employees at Tanathi and Tana Water Services Boards and a census survey was done. The study data collection was by questionnaires and focus group discussion. It was analyzed using SPSS version 21. The study established that the water boards do not involve stakeholders while designing water reform programs nor are stakeholder recommendations implemented. This implies lack of stakeholder participation and ineffective implementation of stakeholder feedback. The study further established that recommendations by policy makers were implemented accordingly and that there were quarterly visits of water service providers by the monitoring and evaluation teams of the water Boards. This implies that there was proper follow up on water reform implementation policies. The study concluded that breath of service delivery affects implementation of water sector reforms. The study recommended for involvement of stakeholders and implementation of their opinions in the implementation programmes.