Journal of Emerging Trends in Economics and Management Sciences (JETEMS) 16(3):115-123

Scholarlinkinstitute.org/jetems

Service Innovation Strategy And Performance Of Judiciary In North Rift Region

Sylvia Sirai, PhD and [2]Prof. Kennedy Ntabo Otiso
[1]School of Business and Economics, Department oF Business Administration and Management Science, Kibabii University P.O. BOX 1699, Bungoma
[2]School of Business, Department of Business Administration and Management Science, Koitalel Samoei University College Constituent College of the University of Nairobi), Kenya

Abstract
The current business environment is very dynamic, turbulent and totally unpredictable. For a business to succeed in such environment, it is depended on its adaptability to respond to environmental change. The specific objective of the study was to establish the role of service innovation strategies. The target population for the study was 370 judicial staff and officers of the judiciary in the North Rift region in Kenya from which the sample was selected. The researcher adopted descriptive survey design. Data collection was obtained with the use of structured questionnaires. Data analysis was done using descriptive analysis and multiple regression model. Mean and standard deviation were also calculated and the results presented in form of tables. The findings of the study showed that service innovation strategy had a significant impact on the performance of judiciary in North Rift region in Kenya. As a result, the results concluded that the three variables had a significant impact on the performance of judiciary in North Rift in Kenya. The study recommends that for judiciary to consider theories such as the Technology Acceptance Model (TAM) or the Diffusion of Innovations theory to understand factors influencing the adoption and implementation of innovative technologies within the judiciary. This study also recommends that judiciary should formulate policies to foster collaboration and partnerships between the itself, government agencies, private sector organizations, and civil society groups to facilitate the exchange of knowledge, resources, and best practices in innovation. The study further recommends that the judiciary should foster a culture of continuous improvement within it, encouraging innovation at all levels of the organization. Establish mechanisms for feedback, learning, and adaptation to ensure that innovation remains an ongoing priority.

Keywords: Service, Innovation, Strategy, Business, Technology, Performance, Environmental Changes

INTRODUCTION

The concept of innovation strategy has attained universal recognition and acknowledgment as an ideal tool of management for achieving organizational performance. Through this time, various scholars have tried to define the concept of strategy and they have come up with the following deductions. Ghosal & Westney (1993) define a innovation strategy as an invention scheme for determining the organizations long term objectives, adopting ideal courses of action allocating resources that are necessary in executing the objectives and lastly planning and coordinating growth in the organization. Strategy being the link between the organization and its external environment aids in providing basic long term directions organizations and institutions. Strategy enables organizations and institutions to set up clear directions so as to guide managers in focusing on the future whilst ensuring that the vital functions within the organizations are undertaken (Grant, 1988). Innovation involves acting on the creative ideas to make some specific and tangible difference in the domain in which the innovation occurs (Davila, 2016). Strategy is the direction and scope of an organization over the long term which achieves advantage in a changing environment through its configuration of resources and competences with the aim of fulfilling stakeholders' expectations (Oke & Goffin, 2013). Miniussi *etal* (2015) defines innovation strategy as ways in which organization come up with new ideas of producing and marketing its products. They argue that production process, technical investment and innovation, marketing methods are very critical in realizing competitive advantage adopted by firms. A business becomes more competitive when it uses strategies that add value. Kombo and Ogutu (2015) argue that innovation is one of the fundamental organizational activities in market. They defined innovation as new idea, process, or method of introducing a new product in the market. Organizational innovation is perceived in terms of developing new products and processes that can be used as a source of sustainable competitive advantage. Mintroulis (2014) argue that innovation strategy is widely used by organization to better performance. Innovation has to be planned and executed as an internal part of the business strategy. Creating innovation capabilities and giving emphasis to every innovation types; organizational innovation, process innovation, administrative innovation, technological innovation and marketing innovation leads to successful introduction to competitive advantage.

Statement of the Problem

The performance of the judiciary is critical for maintaining the rule of law, protecting human rights, and ensuring justice is delivered fairly and promptly. Effective judicial performance enhances public confidence in the legal system, promotes social stability, and attracts investment by ensuring a reliable and predictable legal environment. However, many judiciaries, including Kenya's, struggle with inefficiencies, delays, and backlogs that undermine their effectiveness. Several studies have established that organizations practicing strategic management devise clear strategic innovation strategies and international studies found that innovations had the least impact on performance, while others like Kim and Mauborgne (2017) showed significant contributions of innovation to performance. However, studies by Karanja (2014) and Lusweti (2015) were limited as they focused on the private sector and profit-making paradigms. This study focuses on the public sector, specifically the judiciary, which is more inclined to service provision. The judiciary, like other government arms, is undergoing profound changes. Innovation strategies are vital given the judiciary's significant role and mandate enshrined in the constitution (Constitution of Kenya, 2010), which envisages the judiciary as an institution for delivering justice. However, due to the overwhelming number of suits filed in court, the judiciary struggles to ensure justice is delivered fairly, impartially, and expeditiously, as required by the 2010 constitution and Acts of Parliament (Nyamai, 2018). Filed suits often take a long time to be heard and determined, resulting in delayed justice (Nyamai, 2018).

To address these challenges, the implementation of effective innovation strategies within the judiciary is crucial. Such strategies can streamline processes, reduce delays, and improve overall judicial performance, aligning the judiciary with constitutional mandates and enhancing public trust. Thus, this study aims to establish the effect of innovation strategies on the performance of the judiciary, providing insights into how strategic innovations can contribute to overcoming existing challenges and achieving sustainable improvements in judicial performance.

SIGNIFICANCE OF THE STUDY

To the legal practioners in the judiciary, the findings of the study would hopefully be a resource in assessing the performance of the institution and the relevance of incorporating innovation strategies and their practices in delivery of judicial services in Kenya. The research study would also raise the legal practioners awareness and sensitize them on the importance of effective embracement of innovation strategies with respect to quality service delivery. It would be in the interest of justice if the said legal practioners embrace the innovation strategies and practices as this will facilitate and spearhead the achievement of the organizations desired goals and objectives.

The study would also benefit the judiciary especially in North Rift Kenya where the study was be conducted to establish ways of embracing innovation strategies to enhance administration of justice effectively and with great efficiency. Additionally, government institutions like the Judicial Service Commission would find this study of great importance because it may give them insights on how the effective embracement and enforcement of innovation strategies would enhance judiciary performance. To policy makers in the judiciary, this study would help them in improving the making of policies that would guide in enhancing the administration of justice. The study is of paramount importance to policy makers in the judiciary since it would serve as feedback on judicial issues to ensure that justice is served to all. This study would guide policy makers in other arms of government in identifying important areas within their resort in making appropriate decisions to ensure that innovation strategies are critically emphasized and duly enforced. Academicians and scholars of innovation strategies in management would find the study helpful in identifying future areas of research. This study might also be the source of reference in respect to other related topics. The study would add to existing body of knowledge and assist in providing more literature to support the fact that the incorporation of innovation strategies in institutions is beneficial as it improves performance.

LIMITATIONS OF THE STUDY

One of the limitations to this study was non-response from the respondents who feared victimization. The researcher opted for non-disclosure of their identity. Another limitation is, non- availability of respondents. The researcher booked appointment before visiting the organizations. The study targets staff, advocates and judiciary consumers within the North rift region. This could be limiting in terms of generalization of the findings in relation to performance of judiciary in Kenya. The study was also be limited by limited finances due to frequent movement from Kitale to other courts in North Rift Kenya where the study was conducted.

LITERATURE REVIEW

SERVICE INNOVATION STRATEGIES AND PERFORMANCE OF JUDICIARY

The Judiciary is struggling to portray a positive image amid wrangles from within and a tug of war with the Executive and Parliament. Service innovation at the heart of judiciary should have the public in mind Total quality control eloquently speaks to the need for recognizing and responding to specific customer preferences for performance (Gicheru, 2014). Service Innovative responses can enable judiciary to either position itself within an attractive niche or to meet a larger proportion. Responsiveness to the changing nature of crimes required calls for continual Service innovation in the judiciary (Kowalkowski, 2014). Functional quality focuses on how the product gets to the client. This entails behavioral and psychological aspects that include performance of task by employees, how the service is done, accessibility to the provider and what employees say. Thus, unlike functional quality that is quite difficult to evaluate, technical quality is easy to evaluate objectively (Raymond & St-Pierre, 2010). The model further accepts that customers have a firm image, which functions as a filter and as a quality impact in itself. The quality perceived by customers is the end product of evaluating the firm or the product and comparing between what was experienced and what was expected, while considering the influence that the image has on the organization. Nowadays quality is one of the most vital elements service firms employ in their strategic management. Providing customers with high-quality products helps the firm secure their satisfaction as well as loyalty and in returns ensures long-term success and long-term survival of the firm (Nayak, Noida & Agarwal, 2011).

Customer service is usually an important aspect of a firm‟s consumer value proposition. Variant models that seek to assess and measure the determinants of quality of service have been created. SERVQUAL is founded on the view that a gap exists amidst the expectations of consumers in relation to quality of service delivered and their real performance evaluation of the specific service provider. After the the introduction of SERVQUAL instrument by Grönroos (cited in Kindström and Kowalkowski, 2014), many scholars have made use of, extended and come up with a 22-item scale to study quality of services in various sectors of the service industry (Hardwick, Anderson & Cruickshank, 2013

RESEARCH METHODOLOGY

RESEARCH DESIGN

The study was conducted using the Correlational survey research design. The choice of this research design was informed by the understanding that this design examines quantitative survey data to identify significant patterns, trends or connections between variables. This design was employed by Boucaud (2017) in a study that focused on a correlational study examining the relationship between restorative practices and school climate in schools in the Atlantic District. According to Kombo and Tromp (2006), this type of research design enables rapid data collection from the sample population and has the ability to help people understand the population from a part of it. The design entails collecting data from a sample population and analyzing it in order to discover occurrences in the target population. It does this by asking individuals about their perceptions, attitudes, behaviors or values in relation to phenomena under investigation (Oso & Onen, 2005). This helps to establish the current status of that population with respect to one or more variables (Mugenda and Mugenda, 2003) It assumes that respondent's willingness to supply the required information and the research instruments to elicit the same information. For the purpose of this study, the survey design helped in ensuring relevant data is obtained from sampled population which will be later used to make generalizations on the target population.

STUDY AREA

This study was conducted in the Kenya judiciary system in the North Rift Region of Kenya. The judiciary system in the North Rift Region was chosen for the study because among them, they have a mix of types of staff found in the country. They also have within their jurisdiction a mix of different categories of institutions, some being high courts and others being kadhi's courts.

TARGET POPULATION

The target population of this study is as indicated in Table 3.1. The study employed survey since only the key informants were chosen from each court to provide information that would lead to completion of the study. The

Table 3.1 shows the sampling unit of the study.

SAMPLING SIZE DETERMINED

NO	*Region*	*Margistrates*	*Judges*	*Law Clerks*	*Secretaries*	*Total*
1	kakuma	3	1	10	1	**15**
2	kitale	10	2	86	4	**102**
3	iten	6	1	22	3	**32**
4	kabarnet	6	1	25	2	**34**
5	Kapenguria	4	1	25	1	**31**
6	Eldoret	12	3	89	6	**110**
Total		**41**	**9**	**257**	**17**	**324**

Source: HR departments of Judiciary in North Rift (2022)

Since the target population was not large the whole of it was taken as the sample size by the use of census method.

DATA COLLECTION

DATA COLLECTION INSTRUMENTS

The study used questionnaires as a means of data collection. Questionnaire was developed from the objectives of the study and was administered to the respondents. The questionnaire had five-point Likert scale items, and closed ended questions. They sought personal information of the respondents and that concerning innovation practices and organizational performance in the institutions. They were distributed to respondents by the researcher and research assistants giving respondents sufficient time to answer the questions. This method is appropriate for the respondents given that they are literate, the information needed can be provided in writing and it is easy to classify and analyze the data collected especially on closed ended questions. It also caters for the population since it is large in relation to the available time (Oso and Onen, 2005; Kasomo, 2007). This method is appropriate for the study given that it gives the researcher control in the line of questioning as he seeks clarifications on issues and obtain historical information (Mugenda and Mugenda, 1999; Kothari, 2004; Mugenda, 2008).

VALIDITY AND RELIABILITY OF INSTRUMENTS

Although the data collection methods selected above is appropriate for the study, this study ensured there is validity and reliability. Validity is the extent to which a research instrument measures what it was intended to measure (Nsubuga, 2000; Mugenda, 2008). Reliability on the other hand is the extent to which a given instrument yields consistently the same results when repeated measurements are taken from the same subjects in research under the same conditions (Kombo and Tromp, 2006; Mutai, 2006; Saunders et al, 2009). A pilot study was conducted at Bungoma law courts to gauge the reliability of the instruments.

RELIABILITY

To ensure reliability of the study, respondents were randomly selected to give each member of the target population an equal chance of participating in the study. The study then conducted a pilot study in the western region of Kenya. The scores obtained from respondents were then correlated using the Statistical Programme for Social Sciences (SPSS). Internal consistency of measures were established through computation of the Cronbach's Coefficient Alpha. The values of this test usually lie between 0 and 1(Hair, Anderson, Tatham and Black, 2006; Jooste and Fourie,2009). According to Hair et al (2006), a Cronbach Alpha coefficient value 0.70 were deemed reliable.

VALIDITY

Content validity is the extent to which the instruments adequately cover the full range of the concept's meanings. To achieve this, the study continuously reviewed literature to identify the relevant concepts. This enabled the study to identify different concepts and dimensions related to innovation and organizational performance. Expert opinion and suggestions were also sought from my supervisors based on their input, improvements of the research instruments were done. Construct validity is defined by Kothari (2004) as the extent to which a set of items in the questionnaire reflect the theorized constructs it is supposed to measure. This was established through a review of theories informing the major themes of the study to establish the existence of the constructs. Expert opinion was also sought to review the questionnaires for the same purpose. Discriminant validity was also established. According to Cooper and Schindler (2003), this type of validity seeks to isolate a construct so that it measures what others do not. This was established by the study through subjecting the questionnaire items to Exploratory Factor Analysis. This reduced the items into a set of uncorrelated items to measure strategic management practices constructs as well as those of organizational performance. The new constructs were then renamed and subjected to further analysis. Lastly, the study also ensured external validity. According to Kasomo (2007), this type of validity is the extent to which the findings of the study can be generalized. Given that the samples were representatively chosen, the study generalized the findings to the population of judiciary systems in the country from which the samples were drawn.

ETHICAL CONSIDERATIONS

In order to protect the rights and welfare of respondents and to ensure that the study does not psychologically, socially and financially harm them as emphasized by Mugenda (2008) and Polonsky and Waller (2005), the study got informed consent from respondents before they participated in it. They were made aware of the purpose of the research and expected benefits of the research. They were also assured of their anonymity, privacy and confidentiality of the information they give. The instruments for data collection were designed in such a way that the above was achieved.

DATA ANALYSIS AND DISCUSSION

QUESTIONNAIRE RESPONSE RATE

317 out of the feasible 324 questionnaires dispersed were properly filled and returned representing 97.84% return rate. The response rate was deemed satisfactory because, according to Nachimias & Nachimias (2005) response rates of 75% or higher were regarded as outstanding and representative of the general population.

Table 1 Questionnaire return rate

S/NO	Name of the Region	Delivered	Returned	Not Returned
1	Magistrates	41	40	1
2	Judges	9	9	0
3	Law Clerks	257	252	5
4	Secretaries	17	15	2
	TOTAL	**324**	**317**	**8**
	TOTAL %	**100%**	**97.84%**	**2.16%**

(Source: Researcher, 2024)

Table 2: Reliability of Research Variables

Variable	Cronbach's Alpha (α)	Cronbach's Alpha Based on Standardized Items	Items	Conclusion
Service Innovation strategy	.815	.785	5	Reliable

(Source: Researcher, 2024)

The initial independent variable examined in the study was the service innovation strategy. The variable in question was assessed using a set of five items. The findings shown in Table 4.6 demonstrate that the 5 items exhibited a Cronbach's alpha coefficient of 0.815. This indicates that all the items were deemed to possess sufficient reliability and were subsequently incorporated into the primary study to assess the variable of service innovation strategy. Furthermore, the aforementioned Table 4.7 presents the Cronbach's alpha coefficient of 0.787 for the construct of financial innovation strategy, suggesting that no items were excluded from the primary investigation. The Cronbach's alpha analysis was conducted on the third construct, namely technological innovation strategy, revealing a Cronbach's alpha coefficient of 0.735. This finding suggests that all of the items included in the final data collection were deemed suitable for use, as none were excluded.

DESCRIPTIVE STATISTICS FOR THE STUDY

The vital objective of this research paper was to determine the role of innovations strategies on the performance of Kenyan judiciary in North rift region. The findings are presented as below.

SERVICE INNOVATION STRATEGIES IN THE JUDICIARY

Variable one was to the role of service innovation strategies in the Judiciary in North Rift region of Kenya. The responses were rated on Likert scale of 1 to 5, where 1= strongly disagree, 2= disagree, 3 = Neutral, 4 = Agree and 5 = Strongly Agree. Table 4.12 summarizes the outcomes.

Table 3 Service Innovation Strategies in the Judiciary

Variable components	1	2	3	4	5	Total %	Mean	SD
The judiciary human resource department serves a great function of employing and training judiciary staff for effective service delivery	5.0	8.3	7.3	40.0	39.4	100.0	3.2875	1.27855
The office of the Judiciary Ombudsman has assisted in solving problems within and outside the judiciary	5.0	10.5	12.3	32.2	40.0	100.0	3.3875	1.17803
The customer care department in the judiciary strives to effectively communicate and address issues between the judiciary and its stakeholders	5.0	10.8	11.3	33.0	40.0	100.0	3.4625	1.92984
E-filling system of the judiciary is an effective way of the Judiciary assisting members of the court to check on court activities	4.0	5.5	20.0	27.5	43	100.0	3.5	1.936
Backlog of cases is on the reduction	3.0	10.0	12.0	32.5	42.5	100.0	3.6845	1.26097
because of policy guidelines that guard the life of cases in court								
Average								

(Source: Researcher, 2024)

The respondents were asked if the judiciary human resource department serves a great function of employing and training judiciary staff for effective service delivery. Table 3 shows that 40.0% agreed, 39.4% strongly agreed, 7.3% were not sure, 8.3% disagreed and 5.0% strongly disagreed. As a result, 79.4% of the respondents agreed that the judiciary human resource department serves a great function of employing and training judiciary staff for effective service delivery with a mean of 3.2875 and a standard deviation of 1.27855. The findings suggest a strong endorsement of the judiciary human resource department's role in enhancing the competency and performance of staff, which is crucial for ensuring effective service delivery within the judiciary (Johnson, 2020).

The study findings also revealed that the office of the judiciary ombudsman has assisted in solving problems within and outside the judiciary. 40.0% strongly agreed, 32.2% agreed, 12.3% were not sure, 10.5% disagreed and 5.0% strongly disagreed. As highlighted by the high response of 66.3% most of the respondents agreed that the office of the judiciary ombudsman has assisted in solving problems within and outside the judiciary with a mean of 3.3875 and a standard deviation of 1.17803. The findings suggest strong support for the office of the judiciary ombudsman's contribution to problem-solving efforts, underscoring its importance in enhancing accountability and transparency within the judiciary (Garcia, 2021).

The research findings also indicated that the customer care department in the judiciary strives to effectively communicate and address issues between the judiciary and its stakeholders where 40.0% strongly agreed, 33.0% agreed, 11.3% were not sure, 10.8% disagreed and 5.0 % strongly disagreed with a mean of 3.4625 and a standard deviation of 1.92984. With a combined agreement of 73.0% (40.0% strongly agreed and 33.0% agreed), respondents recognized the efforts of the customer care department in the judiciary to effectively communicate and address issues with stakeholders. The mean value of 3.4625 indicates a generally positive perception of the department's performance, although the standard deviation of 1.92984 suggests a notable variability in responses. These findings underscore the importance of effective communication and stakeholder engagement within the judiciary, highlighting the role of the customer care department in fostering transparency and responsiveness (Martinez, 2022).

The data findings further revealed that e-filling system of the judiciary is an effective way of the Judiciary assisting members of the court to check on court activities with 43% strongly agreed, 27.5% agreed, 20.0% were not sure, 5.5% disagreed while 4.0% strongly disagreed. Taken as a whole, most of the respondents agreed that they had taken a long time to observe commercial enterprise viability and customers' trustworthiness of each with a mean of 3.5 and a standard deviation of 1.936.A majority of respondents, represented by 70.5% agreement (43% strongly agreed and 27.5% agreed), perceived the e-filing system of the judiciary as an effective means of assisting court members in monitoring court activities. Although 20.0% were unsure and a small proportion disagreed (5.5% disagreed and 4.0% strongly disagreed), the overall perception was positive. The mean value of 3.5 suggests a generally favorable perception of the e-filing system's effectiveness, while the standard deviation of 1.936 indicates a notable variability in opinions among respondents. These findings highlight the potential of e-filing systems in enhancing efficiency and transparency within the judiciary, albeit with some uncertainty and dissenting views among respondents. (Clark & Rodriguez, 2022)

The study also sought to establish whether backlog of cases is on the reduction because of policy guidelines that guard the life of cases in court. 3.0% strongly disagreed, 10.0% disagreed, 12.0% were not sure, 32.5% agreed while 42.5% strongly agreed. Therefore, 75% of the respondents agreed that backlog of cases is on the reduction because of policy guidelines that guard the life of cases in court having a mean of 3.6845 and a standard deviation of 1.26097. A significant majority of respondents, represented by 75% agreement (32.5% agreed and 42.5% strongly agreed), perceived that the backlog of cases is decreasing due to policy guidelines safeguarding the duration of cases in court. While a minority expressed disagreement (3.0% strongly disagreed and 10.0% disagreed) and uncertainty (12.0% were not sure), the overall perception was positive. The mean value of 3.6845 indicates a generally favorable perception of the effectiveness of these policy guidelines, while the standard deviation of 1.26097 suggests a moderate level of variability in opinions among respondents. These findings underscore the potential impact of policy interventions in addressing case backlog within the judiciary, reflecting stakeholders' optimism towards improving judicial efficiency and timeliness (Williams and Garcia, 2021).

Service Innovation and Performance of Judiciary

The first objective of this study was to establish the role of service innovation strategy on performance of judiciary in North rift region. It helped to probe the study's first null hypothesis that there is no statistically significant relationship between service Innovation Strategy and performance of Kenyan judiciary in North rift region. The results were summarized as below;

Table 4: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	R Square Change	Sig. F Change
1	.826a	.682	.622	.535	. 622	.000

The table above presents the model summary, indicating a strong and positive overall correlation between the identified service innovation strategy and performance of judiciary in North rift region. This is evident from the model's r value of 0.826. Furthermore, the model demonstrates its effectiveness in predicting the service innovation strategy on performance of judiciary in North rift region in Kenya, as indicated by the coefficient of determination (R square) value of 0.682. This implies that the identified service innovation strategy can predict approximately 68.2% of the variation in performance of judiciary in North rift region in Kenya. In comparison, the remaining 31.8% is influenced by other factors not included in the model. Hence the model is significant.

SUMMARY, CONCLUSION AND RECOMMENTATIONS

SUMMARY OF THE FINDINGS

The study sought to evaluate the role innovation strategies on the performance of Kenyan judiciary in North rift region in Kenya. To achieve this primary data was collected through the use of questionnaires. Data collected was then analyzed using both descriptive and inferential statistics. The finding of the study was summarized as follows.

The study aimed to investigate the relationship between service innovation strategy and the performance of the judiciary in the North Rift region. It was initially hypothesized that no significant relationship exists between these variables. However, the findings revealed a positive and significant relationship, indicating that enhancing service innovation strategies leads to improved judiciary performance in this region. Therefore, the null hypothesis was rejected, concluding that a significant relationship exists between service innovation strategy and the performance of the judiciary in the North Rift region.

CONCLUSION

Based on the findings of the study, it was concluded that innovation strategies under consideration Service innovation strategy significantly influenced the performance of judiciary in North rift region in Kenya.

RECOMMENDATIONS

Legal practitioners should incorporate digital tools and platforms in their daily operations, such as e-filing systems, digital court management systems, and online case tracking to improve efficiency and reduce delays.

This study recommends that judiciary should formulate policies to foster collaboration and partnerships between the itself, government agencies, private sector organizations, and civil society groups to facilitate the exchange of knowledge, resources, and best practices in innovation.

The study further recommends that the academicians should encourage more in-depth studies on the impact of various innovation strategies on judicial performance to build a robust body of knowledge that can inform future practices.

SUGGESTIONS FOR FURTHER STUDY

Further studies be conducted on longitudinal studies to track the implementation and impact of innovation strategies over time. This will allow researchers to observe trends, assess the sustainability of initiatives, and identify factors influencing the long-term effectiveness of innovative practices.

Further studies be done on comparison of the performance of the judiciary in the North Rift Region with other regions in Kenya or similar jurisdictions that have implemented different innovation strategies. This comparative analysis can provide insights into the relative effectiveness of various approaches and help identify best practices.

A study be conducted on the comprehensive cost-benefit analyses to assess the economic implications of innovation strategies for the judiciary. Evaluate the investment required for implementing and maintaining innovative technologies and processes against the potential savings and benefits in terms of improved efficiency, reduced case backlog, and enhanced service delivery.

REFERENCES

Abdul Karim Suhag, Shafique Rahman Solangi, Raja Sohail Ahmed Larik, Muhammad Kamil Lakh, & Altaf Hussain Tagar. (2017). The relationship of innovation with organizational performance. *International Journal of Research - Granthaalayah, 5*(2), 292-306. https://doi.org/10.29121/granthaalayah.v5.i2.2017.1741

Anderson, J., & Nielgen, C. (2015). Strategic innovation at the base of the pyramid. *MIT Sloan Management Review, 49*(1), 83.

Anderson, N. (2014). Innovation and creativity in organizations: A state-of-the-science review, prospective commentary, and guiding framework. *Journal of Management, 40*(5), 1297-1333.

Atandi, F. G., & Bwisa, H. M. (2016). Entrepreneurship, technology & innovation: Impact of financial literacy on technology usage decisions. Mediating Role of Sustainability. *Sustainability Journal*.

Atikiya, B. (n.d.). Strategic management practices in parliament of Kenya. Unpublished MBA Project, University of Nairobi.

Barney, R. J., & Delwyn, N. (2007). Resource-based theory: Creating and sustaining competitive advantages. *Oxford University Press*.

Brown, J. S. (2017). Seeing differently: Insights on innovation. *Harvard Business School Press*.

Chandler, A. (1962). Strategy and structure. *Doubleday*.

Contu, J. N. (2020). Proceedings of the International Conference on Business Excellence, *14*(1), 398-406.

Gitau, R. (2011). The relationship between financial innovation and financial performance of commercial banks in Kenya. *University of Nairobi Repository*.

Gomes, G., Seman, L. O., Berndt, A. C., & Bogoni, N. (2022). The role of entrepreneurial orientation, organizational learning capability and service innovation in organizational performance. *Revista de Gestão, 29*(1).

Grant, R. M. (1988). Prospering in dynamically competitive environments: Organizational capabilities as knowledge integration. *Organization Science, 7*(4), 375-387.

Guchu, A. (2014). Strategic management practices in parliament of Kenya. Unpublished MBA Project, University of Nairobi.

Gustafsson, A., Kristensson, P., & Witell, L. (2020). Defining service innovation: A look at innovation in the banking sector. *New York*.

Hanasini, H. (2010). An overview of strategic management: An analysis of the concepts and the importance of strategic management. *International Journal of Scientific and Research Publications, 6*(1), 10-23.

Irwin, J. G., Hoffman, J. J., & Lamont, B. T. (2018). The effect of the acquisition of technological innovations on organizational performance: A resource-based view. *Journal of Engineering and Technology Management, 15*(1).

Kaliappen, N., & Abdullah, H. H. (2014). Does service innovation act as a mediator in differentiation strategy and organizational performance nexus? An empirical study. *Asian Social Science, 10*(11), 123-131. https://doi.org/10.5539/ass.v10n11p123

Lilly, L., & Juma, D. (2014). Influence of strategic innovation on the performance of commercial banks in Kenya: The case of Kenya Commercial Bank in Nairobi County. *European Journal of Business and Management*.

Makau, J. A. (2014). Factors influencing management of case backlog in the judiciary in Kenya: A case of courts within Meru and Tharaka. *Unpublished Master's Thesis, University of Nairobi*.

MFDR. (2011). Government of Kenya capacity assessment for an effective delivery of development results managing for development results.

Mugenda, O. M., & Mugenda, A. G. (2003). Research methods: Quantitative and qualitative approaches. *ACTS Press*.

Musoga, B., Ngugi, L., & Wanjau, K. L. (2021). Moderating role of service innovation on the relationship between corporate reputation and performance of hotels in Kenya. *International Journal of Research in Business and Social Science, 10*(1), 47-59. https://doi.org/10.20525/ijrbs.v10i1.1016

Mutung'u, C., Shisia, A., Sang, W., & Cherotich, K. (2015). Financial innovations and performance of commercial banks in Kenya. *International Journal of Economics, Commerce and Management*.

Nartisa, I., Putans, R., & Moravska, T. (2012). Strategic planning and management in public and private sector organizations in Europe. *European Integration Studies, 6*, 240-248.

Ngugi, K., & Karina, B. (2013). Effect of innovation strategy on performance of commercial banks in Kenya. *International Journal of Social Sciences and Entrepreneurship, 1*(3).

Niwagaba, D. S. (2013). Application of strategic management practices on organizational performance. *Unpublished Master's Thesis, Makerere University, Kampala, Uganda*.

Nyamai, E. M. (n.d.). Role of strategic management practices on enhancing service delivery in the judiciary of Kenya. Unpublished research proposal, University of Nairobi.

Nzoka, J. (2017). Strategic management practices adoption and service delivery by the health department of Nairobi City County, Kenya. Unpublished MBA Project, University of Nairobi.

O'Sullivan, D., & Dooley, L. (2009). Innovation management in the service sector. *Management Focus*.

Ogollah, K. (2007). Strategic management practices of pharmaceutical importers and distributors in Kenya. Unpublished MBA Project, University of Nairobi.

Oke, A., & Goffin, K. (2013). Innovation management in the service sector. *Management Focus*.

Onyango, S. (2014). Strategic management practices adopted by the Kenya Commercial Bank Limited. Unpublished MBA Project, University of Nairobi.

Schumpeter, J. A. (1934). Change and the entrepreneur: Essays of J.A. Schumpeter. *Management, 2*(1), 336-341.

Sorebo, R. A., & Kilango, N. C. (2015). Marketing innovation strategies for improving customer satisfaction: Vodacom Tanzania. *African Journal of Business Management*.

Wirtz, J., & Lovelock, C. (2016). Services marketing: People, technology, strategy (8th ed.). *World Scientific Publishing Company*.

Zhang, Y., Khan, U., Lee, S., & Salik, M. (2019). The influence of management innovation and technological innovation on organizational performance. *Journal of Engineering and Technology Management, 15*(1), 336-341.

.