

**ASSESSMENT OF THE EFFECTIVENESS OF AUTOMATED FINGERPRINT
IDENTIFICATION SYSTEM (AFIS) ON SERVICE DELIVERY AT THE NATIONAL
REGISTRATION BUREAU HEADQUARTERS (NAIROBI)**

ISAAC MUTHAURA MURUNGI

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**A RESEARCH PROPOSAL SUBMITTED IN PARTIAL FULFILMENT FOR THE
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ABSTRACT

The researcher undertakes this study to address the problem of delayed service delivery at the National Registration Bureau Headquarters. The purpose of this study will be to establish the effect of computerized fingerprints on service delivery at the National Registration Bureau. The researcher also intends to explore the causes and consequences of delayed service delivery at the National Registration bureau and recommend ways of how they could be improved. The researcher will carry out the between 10th January 2015 to 30th March 2015 at the National Registration Bureau Headquarters at National Social Security Fund (NSSF) building. The researcher will get his literature review from books, the internet and other research work by other researchers or publications related to his research topic. The researcher will target all National Registration fingerprint personnel all over the country while the accessible population will be generated from the personal fingerprints at the national registration bureau using non-probability (purposive and convenient sampling techniques) as it is most suited for this study. The researcher intends to collect his data using questionnaires and intends to analyze his/her data using both qualitative and quantitative methods of data analysis. The researcher hopes to discuss his research findings on his research objectives. Finally, the researcher hopes to give recommendations or conclusions in the study that will be of benefit to the departments of National Registration Bureau in its endeavor to improve its service delivery to the citizens of Kenya.