

**ASSESSMENT OF E-GOVERNMENT SERVICES AND CUSTOMER  
SATISFACTION IN PUBLIC SECTOR: CASE OF HUDUMA  
CENTER COUNTY GOVERNMENT OF NAKURU**

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## DECLARATION AND APPROVAL

This is my original work, never having received a recognition award from another university.

Signature:



Date 15<sup>th</sup> JULY 2024

MPAM/2022/47575

As the student supervisor, I provide my approval for the research project to be submitted.

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## **DEDICATION**

My mother Jeniffer Chelimo, who helped me throughout my schooling, has my undying dedication for this project



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## ABSTRACT

The term "e-government" describes how governments are using new Information and Communication Technologies (ICTs) to perform government functions by utilizing the networking capabilities offered by the internet and related technologies. This has the potential to revolutionize government operations and structures. The Kenyan government has implemented measures to enhance electronic government. These include the Huduma center, which serves as a one-stop shop where many departments work together to provide services, and the e-citizen, e-visa, and e-business portals, which allow citizens to access government services from the comfort of their homes. This study set out to determine how customer satisfaction at the public Huduma center in the County government of Nakuru was affected by e-government services. The research was directed by the subsequent particular goals: ascertaining the impact of e-citizen services on customer contentment; determining the influence of e-business services on customer contentment; This study aims to investigate the impact of e-visa services on customer satisfaction in the public sector Huduma center in the County government of Nakuru, Kenya, as well as the combined effect of e-citizen, e-business, and e-visa services.

The planned behavior theory and the technology acceptance theory functioned as the foundational theories for the investigation. In the study, a case study research design was employed. The people receiving assistance at the Huduma center run by the Nakuru county administration were the intended audience. Simple random sampling was used to select 190 respondents for the sample. A systematic questionnaire was used to gather data, and version 20 of the statistical software for social sciences (SPSS) was used for analysis. The Ol Kalou Huduma Center conducted pilot testing to evaluate the research instrument's dependability. According to the study's findings, there is a significant and positive correlation ( $r=0.533$  and  $p=0.000$ ) between E citizen satisfaction and the public sector's service delivery in the Nakuru county government. The county administration of Nakuru has shown a statistically significant and positive correlation ( $r=0.553$ ,  $p=0.000$ ) between E-business and customer satisfaction about service delivery in the public sector. With  $r=0.410$  and  $p=0.000$ , there is a positive and statistically significant correlation between customer satisfaction with public sector service delivery in the county government of Nakuru and E Visa. Overall, the data demonstrated that, with  $r=0.613$  and  $p=0.000$ , consumer satisfaction with public sector service delivery in the county government of Nakuru is positively and significantly correlated with E-government services. Consequently, the results suggest that E-government improves consumer satisfaction with public sector service delivery in the county government of Nakuru, Kenya. The researcher recommended that more research be done on the other e-government services that were not included in this analysis.

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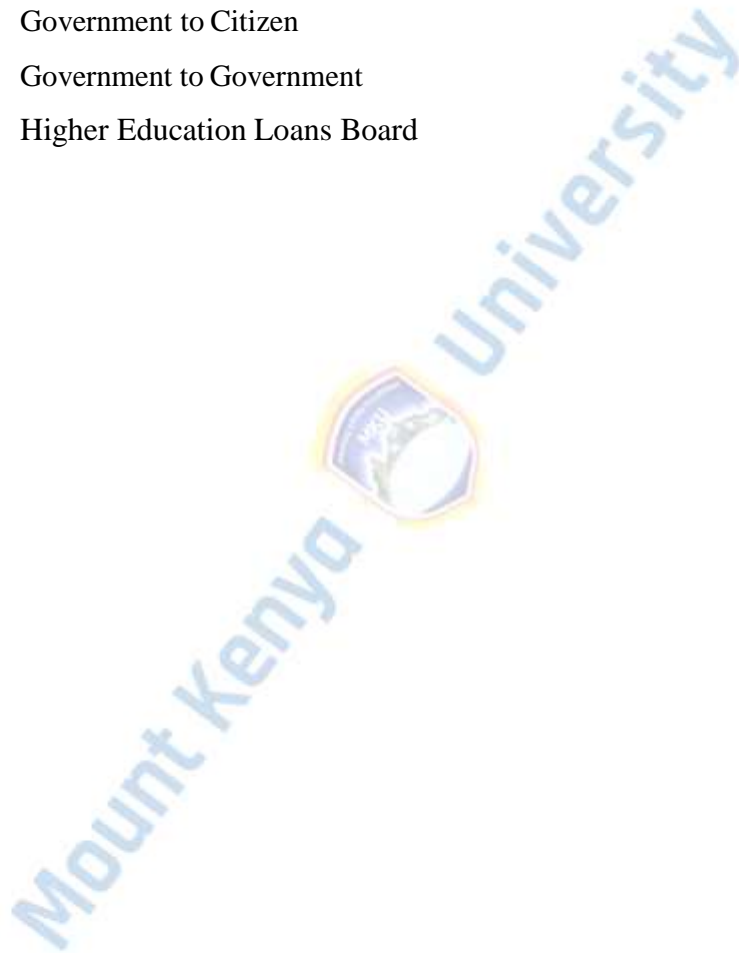


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## **LIST OF ABBREVIATIONS AND ACRONYMS**

<b>ICT</b>	Information and communication technologies
<b>KRA</b>	Kenya Revenue Authority
<b>NHIF</b>	National Insurance Hospital Fund
<b>NSSF</b>	National Social Security Fund
<b>NTSA</b>	National Transport and Safety Authority
<b>UN</b>	United Nations
<b>G2B</b>	Government to Business
<b>G2C</b>	Government to Citizen
<b>G2G</b>	Government to Government
<b>HELB</b>	Higher Education Loans Board



# CHAPTER ONE

## INTRODUCTION

### 1.0 Background of the Study

Information and communication technology (ICTs) are applied in the public sector to improve government operations and service delivery; this is known as e-government (Awadhi, 2019). Information and communication technology (ICT) is thought to be the driving force behind all government business, according to Arora and Gupta (2017). According to Curtin et al. (2018), e-government is the process of providing citizens with access to information over the internet.

e-government has the potential to boost public faith in government, according to Tolbert and Mossberger (2016). Everything that needs to be done by the government can be done at one counter, whenever it is most convenient for everyone, and without having to wait in line.

### Global perspective on E government

Internet utilization speeds up service delivery and increases citizen-government openness. However, it is extremely challenging for the government to use the internet to deliver services to residents in developing nations like India, where the majority of people live in poverty and the literacy rate is extremely low. A road map for the effective provision of services at the doorstep is provided by the technology and procedures employed in the E-Government project. In the modern day, the penetration and applications of e-Government are critical to the growth of any nation. The extent of e-Government in a nation can serve as a gauge of that nation's development. . Magara (2019) argues that because public administration is still governed by bureaucratic systems built on logical conceptions that were prevalent in the twentieth century, it has not been able to change to meet the demands of the modern world.

E-governance refers to the use of electronic methods to provide public services and information by the government, which represents a paradigm change from traditional practices in public administration. A revolution in the quality of services provided to citizens has been brought about by this new paradigm. With the introduction of a single window for services, streamlined procedures, enhanced office and record management, decreased corruption, and better job handling abilities and attitudes among dealing personnel in India, it has brought about transparency in the governing process and saved time.

Two striking conclusions have come from recent research on public administration in Nigeria, as reported by Essien (2015). To begin with, Nigeria still faces a great deal of political and administrative obstacles in spite of its modest progress toward democratic administration and abundance of natural and human resources. Second, the country's socioeconomic indices are among the poorest in the world, which is a result of poor governmental management. The difficulties public administration faces in Nigeria in providing efficient services and upholding good governance are examined in this essay. The study uses a content analysis and descriptive research

approach based on "efficiency theory" to investigate the topic. Notwithstanding the significant administrative reforms, the results show that due of inadequate service delivery and discriminatory policies, public trust in government services is almost at a historical low. The study makes the argument that Nigeria's growth and good governance are often threatened by the stigma associated with subpar work and a lack of quality in the public sector (Nayak & Samanta, 2017).

This research investigates the role of citizen participation in public service delivery using household-level data from West Bengal, India's East Midnapore region. The four aspects of participation that are taken into account include speaking up, bringing up issues, attending meetings, and contributing. Participation has a crucial role in providing public services, as the study demonstrates. The socioeconomic and political standing of households has a big influence in addition to involvement. But in providing public services, there's a chance of "elite capture" and "clientelism." Those who attend meetings must speak up and participate in order for services to be delivered effectively.

According to Santos (2016), e-service was acknowledged as a pioneer in streamlining resource transfers within the company. Public distribution, transit, local records, healthcare, education, ports and shipping, disaster management, criminal activity and criminal tracking systems, and the agriculture industry are just a few of the domains in which

e-government seeks to assist government organizations in increasing operational efficiencies, reducing project costs, and becoming more citizen-friendly.

Gagnon (2016) shown that e-government requires the synchronization of IT infrastructures, business processes, and service materials in order to provide enterprises and consumers with valuable and high-quality e-services. Restrictions on time, location, and other accessibility has to be relaxed in order to offer e-government services. Furthermore, it is imperative to adhere to architectural notions such as life-event orientation and true one-stop services.

Lues (2016) There have been two noteworthy discoveries from recent research on public administration in Nigeria. Initially, even with its abundance of natural and human resources and its mediocre progress toward democratic administration, Nigeria still faces a great deal of political and administrative difficulties. Secondly, unsightly socio-economic indicators—among the lowest globally—have been brought about by failing governmental management. This essay looks at the difficulties public administration faces in Nigeria in providing efficient services and upholding good governance.

The study utilizes a content analysis and descriptive research approach based on "efficiency theory" to investigate the topic. Notwithstanding the significant administrative reforms, the results show that due of inadequate service delivery and

discriminatory policies, public trust in government services is almost at a historical low. The paper makes the argument that Nigeria's growth and good governance are often threatened by the stigma associated with subpar work and a lack of quality in the public sector.

Waruhia (2018) considered the concept of e-citizen as a digital platform for online access and payment of public services. It is a central gateway that provides one-stop access to all important government services. The availability of public services has greatly expanded thanks to e-citizen, which provides a practical and affordable means of obtaining government services at a distance and at any time. The quality of services has also significantly improved (Ondego & Moturi, 2016).

According to Papazoglou (2016), E-business includes joint ventures with distributors, suppliers, and other business partners that involve the automation of business transactions through the use of end-to-end electronic communications networks, as well as the online exchange of information about buying, selling, and customer service.

In addition to the United States of America, this article makes the case that social innovation (SI) has already been applied to great effect in European and Asian nations for the delivery of improved local government services. On the other hand, it seems that policymakers in South Africa are not giving the application of SI to enhance service delivery the priority they had intended. This comment is based on the idea that even while SI is referenced in many policy documents, it is still not fully integrated into the National System of Innovation.

There has been an increase in labor and municipal demonstrations as well as needless instability in South Africa in tandem with a decline in important economic indicators and inadequate local government provision of essential services. Determining the role that local government could (and should) play in leveraging SI to enhance public sector service delivery is, therefore, the goal of this study. The public can receive services from the government twenty-four hours a day, seven days a week, thanks to e-business (Sharp, 2016).

Compared to e-commerce, which is a specific kind of e-business, e-business is a more generic phrase. The quality of services rendered by the public sector has been a significant worry in the last several years. Many businesses make an effort to assess their own performance and the quality of the services they offer. The Quality Conference for Public Administration in the European Union was established in 2015 and is depicted in the image above.

Notable progress has also been made in the development of electronic participation platforms and electronic government services at the same time. Nowadays, a lot of public services are offered online, which has several benefits for e-citizens.

There are still serious issues with the quality of public e-services, despite several attempts to apply quality management principles to the delivery of electronic public services.

At the beginning of the online poll, it states that e-business includes servicing clients, working with distributors, suppliers, and business partners, in addition to exchanging information about purchasing and selling (Papazoglou, 2016).

### **Local perspective on E government**

The government of Kenya launched a program called Huduma Kenya with the goal of revolutionizing the delivery of public services by giving people access to a single point of contact for a variety of public services and information. By combining related services into a single location, these one-stop shops, known as Huduma centers, offer government services while improving public access to services. Integrated technological platforms enable this level of convenience while obtaining government services.

Using the Huduma center/Kenya platform to access tenders and openings in the public sector helps eliminate corruption in the hiring and tendering processes. Through the direct posting of comments and concerns about government services, people can directly stimulate public engagement and advance democracy.

According to Lewis (2015), the degree to which a service meets the expectations of the client is a measure of its quality. Meeting consumer demands is crucial since it necessitates comprehending and enhancing operational procedures. Rapid problem identification, the creation of accurate and trustworthy service performance metrics, and customer satisfaction surveys. This indicates that providing services with a user's needs in mind is a constant effort. The Huduma platform was introduced by the Kenyan government with the intention of improving citizen access to e-government services.

Papazoglou (2016) asserts that the goal of e-government is to effectively provide social and economic value while simultaneously lowering total operating expenses. E-government is intended to deliver public services online. Beyond improving public service delivery, e-government has the power to change policy formulation and implementation processes in Kenya by increasing accountability, efficiency, transparency, and citizen participation.

Sharp (2016) outlined no proof that any of the goals of Kenya's e-government, including bettering public service delivery, facilitating citizen access to information, boosting public servant productivity, and fostering citizen participation, have been met. The use of end-to-end electronic communications networks for automated commercial transactions is known as e-business. Governments have realized how important information sharing is, and this has allowed many developing countries to embrace e-government. The success of e-government has been found to be tied to regulations, legislation, cultural, and social elements. Because they operate around the clock and seven days a week, business operations systems are typically more sophisticated than traditional operations systems. They also offer up new markets for client segments that were not well-suited for old approaches (Sharp, 2016).

Online visa applications are referred to as e-visa applications. Now that e-visa has been launched, citizens can apply for visas from the comfort of their homes. According to

Kakar et al. (2018), e-visa has also contributed to a reduction in bureaucracy and corruption within the ministry of immigration and visa processing in general.

### **1.1.1 E-Government**

There are e four categories into which e-government falls based on the services it seeks to provide. Starting with the citizens themselves, the government's primary goal is to serve them. Business associations and the government can conduct business with each other through the use of government-to-business services. The interchange of services between governmental organizations and other governments is referred to as "government-to-government." The last kind of information sharing is between government and personnel, which facilitates information sharing whenever it can.



### **1.1.2 Delivery of Services and E-Government**

Chatfield and Alhujran (2019) assert that e-governance has turned into a major political tool for evaluating the efficacy of developed nation governments. It portrays itself as the means by which the public sector in the United States has improved. Decentralized political decision-making and autonomous local e-governments made possible by e-governance are said to have played a part in this (Kassen, 2015).

Under EU guidelines, European governments have also adopted e-government, with Estonia serving as a model with 99% of governmental services available online. Developing nations are likewise catching up with the digital age. Ghana, Tunisia, South Africa, and Mauritius are among the nations with the highest level of e-government development. In other words, by 2018, there were more public services provided than in other African nations. Rwanda established the standard for government activities in East Africa in 2010 and became the leader of the region. Kenya led the way, and other nations have since created one-stop shops for their inhabitants.

Projects aimed at e-government have aided in the provision of services via electronic channels that grant citizens protection and fundamental rights in a globalized society (Nkwe, 2017). Service delivery was characterized by a high level of corruption prior to the introduction of e-government platforms, such as e-citizen, e-visa, and e-business. , bureaucracy, demotivated employees, and inefficient systems (Hassan et al., 2017). Even though the government made reform investments to improve public sector service delivery, the industry was marked by a high degree of employee laziness. It is significant to note that, despite the majority of public service organizations' efforts to implement global methods, such as international quality standards for quality management and service delivery, the degree of service delivery has not yet reached the anticipated level. In Nkwe (2017).

Kenya implemented digitalized governance as early as 2003, but it did not adequately address the gaps in service. The government unveiled a citizen-to-government and business-to-government service delivery model in 2014. The goal of the services' introduction was to simplify the many procedures that the public and government had to go through in order to provide them. The existence of mobile money, the creation of Huduma centers, internet access, and open government policies all greatly aided it. Kenyan citizens are able to use e-business, e-citizen, and e-visa services.

### **1.2 Statement of the Problem**

Most public sectors in the globe still have problems with consumer satisfaction. In reaction to the issues caused by inadequate service delivery, governments throughout have launched a variety of citizen-centered programs and policies. One of these reforms and initiatives is the use of information and communications technology (ICT) to provide services.

. Especially in the public sector, e-government is becoming a viable answer to problems with service delivery that guarantee client pleasure. E-government has the potential to simplify processes and operations, facilitate information gathering, make

information accessible, guarantee transparency, and increase revenue, according to empirical research (Hassanet al., 2017).

The Kenyan government started implementing e-government gradually in 2013. Among the significant e-government initiatives are e-business, e-visa, and e-citizen. In order to improve the accessibility of online public services, the government has also established Huduma centers, which are one-stop public service delivery facilities located in each county. Although e-government has been associated with certain improvements in public service delivery, there have also been complaints about subpar service delivery, particularly in the area of accessibility. Though e-government was first implemented by the government in 2013, not much research has been done on the topic, particularly in relation to how service delivery is affected by e-business, e-citizen, and e-visa.



E-procurement and the implementation of Integrated Financial Management Information System have been the focus of the majority of research investigations. There is obviously a research gap as a result. The United Nations Department of Economic and Social Affairs [UNDES] points to the limited research on the subject as evidence that e-government and service delivery are positively correlated. The study actually suggests doing more research on e-government, particularly in underdeveloped nations. In order to close this research gap, this study examines how e-government affects service delivery by examining its determinants, which include convenience, cost, time, quality, and dependability (Hassan et al., 2017).

### **1.3 Purpose of the Study**

The purpose of the study was to assess, using the Huduma center in the county government of Nakuru, Kenya, as a case study, the effect of e-government services on public sector customer satisfaction.

#### **1.3.1 Specific Objectives**

- i. To assess how e-citizen enhance customer satisfaction in the public sector a case of Huduma center in Nakuru County.
- ii. To assess the relationship between E -business on customer satisfaction in the public sector a case of Huduma center in County government of Nakuru.
- iii. To assess how E-visa effect on customer satisfaction in the public sector a case of Huduma center in County government of Nakuru
- iv. Examine the relationship between customer satisfaction in the public sector and e-citizen, e-business, and e-visa; use the Huduma center in the County government of Nakuru as a case study.

### **1.4 Research hypothesis**

H<sub>01</sub>: There is no significant between e-citizen and customer satisfaction in the public sector a case of Huduma center in County government of Nakuru ?.

H<sub>02</sub>: There is no significant relationship between E -business and customer satisfaction in the public sector a case of Huduma center in County government of Nakuru?

H<sub>03</sub>: There is no significant between E-visa and customer satisfaction in the public sector a case of Huduma center in County government of Nakuru?.

H<sub>04</sub>: There is no significant combined effect of E-citizen, E-business, and E-visa and

customer satisfaction in the public sector in County government of Nakuru?

### **1.5 Significance of the Study**

The goal of this research is to advance understanding and body of work in the domains of operations management and management science: Researchers and academics may find it helpful. It might encourage more study in this area and enhance the expertise with service delivery that is now being used in the public and commercial sectors. In order to improve customer service in the public sector, the study will educate choices and direct the management of Huduma Centers in their evaluation of e-government services based on customer satisfaction results. The government will also use the study's conclusions and suggestions to inform the creation of policies that will improve customer happiness, e-government services, and the growth of Huduma Centers.

### **1.6 Scope of the Study**

The Huduma facility in Nakuru County served as the research site, with a sole focus on Huduma Kenya. In the study, only the scope of e-business, e-government, e-citizen, and e-visa was looked at. The study examined several theories, such as the acceptance of technology and the notion of planned behavior. The study population consisted of patrons of the Huduma facility. The study focused on criteria related to customer satisfaction, including dependability, flexibility, quality, cost, and time. . The study did not include additional e-government services; it only examined e-business, e-citizen, and e-visa. July of 2023 and April of 2024 were the study months.

### **1.7 Limitations of the Study**

Within the brief window of time allotted for this investigation, the study data was gathered. Other e-government systems were not included in the study; instead, it solely addressed the e-business, e-citizen, and e-visa domains. It was conducted in the town of Nakuru. Because of constraints on time, resources, money, and the respondents' inherent abilities, just one Huduma center—located in Nakuru City—was sampled out of all the Huduma centers in the county. General structural design considerations, such as age, gender, and education level, were also taken into consideration when designing the questionnaire.. By employing a questionnaire that was administered by the researcher that included both structured and open-ended questions. Furthermore, the natural 'fear of unknown,' particularly in Kenya where the citizens are not accustomed to researchers, may limit data gathering. The researcher ensured confidentiality of the data in order to overcome the respondent fear to give information.

### **1.8 Delimitations of the study**

The study's focal point was the Huduma Center in Nakuru County. It focused on just three e-government services out of the many available. The study only looked at the scope of e-business, e-government, e-citizen, and e-visa. We looked at the idea of planned behavior and the adoption theory of technology.

### **1.9 Assumptions of the study**

The selected respondents, according to the study, were a good representative of the intended audience. Additionally, the study made the assumption that every responder

provided accurate information within the allotted time.

### **1.10 Operational definition of Key terms**

**The E-Business Portal** is an online platform that allows users to register and obtain details on business registration, such as company search names and registration.

**E-Citizen Portal:** Citizens can use the E-Citizen Portal in lieu of physically visiting the Huduma Center or describes a person who uses information technology (IT) to participate in politics, society, and the government.

**E-Visa Portal:** An online platform where users can register and obtain immigration services. The processing and application of a visa can be accessed by a user directly from their palm.

**E-government:** E-government refers to the process of delivering public services to residents and other individuals inside a nation or area by means of electronic communications devices and the internet. At the Huduma Center, e-government has been employed to streamline workflow and integrate all corporate activities.

**Huduma Center:** The name Huduma, which means "service" in Swahili, refers to a hub where government-related services are provided in order to facilitate mobility. Consequently, a Huduma center is a hub for service provision.

**An internet** -connection can be used by clients to access government services via their laptops or phones, whether they are at home or at the Huduma. An e-service is acquired or provided using information technology platforms.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

In this part, the literature on service delivery and e-government is evaluated. The application of the theoretical and empirical research has been thoroughly examined.

#### **2.2 Theoretical Framework**

The Technology Acceptance Theory and the Theory of Planned Behavior served as the study's two fundamental pillars.

##### **2.2.1 Theory of Planned Behavior**

The actions of those who practice self-control are explained by this approach. It consists of six constructs that describe how well a person controls their reactions. Among these include altitude, behavioral intention, behavioral control, social standards, and perceived power.

He went on to say that altitude is evaluated as a result of the behavior on a personal level. An individual with behavioral control finds it difficult to carry out a response. The theory's premise is that people evaluate and examine the information at their

disposal to determine reasonable activities. It connects individual behavior and beliefs.

Perceived individual control and the will to participate influence how the activity is carried out (Ajzen, 2018). Governments all throughout the world have been using e-government in recent years to give their citizens access to information and services. Nripendra et al. (2015) found various gaps in the literature that have not been fully explored by scholars in their study on applying the theoretical approach to the use of e-governments. The focus of the study was on the conditions under which citizens approve of e-government.

In Kenya, the people's perspective is an essential paradigm to employ when conducting a service survey (Ozkan & Kanat, 2017).

It was utilized to determine how citizens used a one-stop shop to acquire services in the study. Items for research such as perceived flexibility, perceived expense, perceived lead, and service dependability and reliability and service price were also formulated with the aid of the theory. Although the idea of planned behaviors has been extensively employed in studies concerning human behavior, it has faced criticism due to its exclusion of behavioral intention and motivation. Emotional imbalance and prior experiences are not taken into account by the hypothesis.

In a similar vein, the theory ignores affective elements like threat and anxiety. The theory is less helpful in explaining behavior in an environment where innovation is accepted as a result of these shortcomings. The idea is pertinent to this study because it explains how the usage of e-government has increased access to services from the huduma number, one-stop shop. Since huduma centers were established, there is believed to have been an improvement in the public sector's service performance. Supporters of this theory include (Ajzen, 2018); the theory is important in analyzing a variety of behavior; users at Huduma centers have no control over the activities or operations of service delivery. Finally, the hypothesis explains how people were able to access government services through huduma centers.

### **2.2.2 Technology Acceptance Theory**

In 1986, Davis made this proposal. The degree of technology's influence is determined by how people perceive its utility and simplicity of use, as well as how these factors interact. The concept suggests that behavioral choices and outside circumstances determine how user-friendliness and adaptability of technology are viewed. According to Davis, a person's perception of the extent to which a particular system will enhance his performance is known as perceived utility. Furthermore, those who use technology regard it as requiring minimal work. Further expressing the model's premise that an individual's perception of an information technology system's utility determines how that system is used is Mutuku (2018); Davis et al. (2016).

For the study assessing the quality of care provided at Kenya's Huduma Centers, it is indispensable. When employees believe technology is beneficial, they are able to use it, which is relevant to this study's focus on the Huduma Center. E-mail and voice mail are only two of the technologies that TAM has been used extensively to assess since its launch. Perceived usefulness, simplicity of use, user happiness, usability, and

suitability for transferring the technology to another area in education are the main attributes assessed in the majority of research. A theoretical application involves investigating how technology is adopted by both individual users and groups of users within an organization. When staff members see technology as valuable, they can use it, according to this study model. The investigation focused on whether the perceived utility and effectiveness of technology can improve performance when used (Latip, 2017).

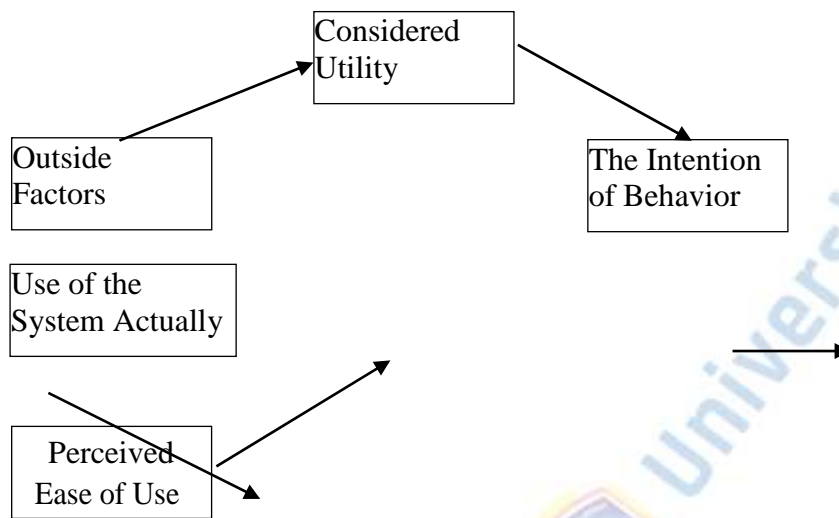


Figure 2.1: The theory of technology acceptance

Source: Davis et al. (2016)

The idea of perceived utility describes how someone feels about a system's ability to help him perform better. Perceived ease of use is the degree to which a person thinks using an order will be simple. The Technology Acceptance Model states that whether or not an information system is used depends on behavioral intention. But as Davis et al. (2016) note, behavioral intention is still impacted by how someone feels about utilizing the system and how helpful they think it is.

Rytter et al. (2017) argue that a study of operations strategy should take into account modern ideas from the resource-based perspective of strategic management. This would require abandoning the market-based paradigm, which sees operations strategy as little more than the marketing function's directives, going beyond Hayes and Wheelwright's model. Establishing new business diversification plans would require a significant focus on the dynamic development and utilization of talents and abilities. It is feasible that "management fundamentals" will become the center of a new paradigm for operations strategy like culture and learning are actively incorporated into operations to become important sources of competitive advantage.

In light of this, the operations department might gradually assume leadership in the formulation of strategies, develop "portfolios" of optional capabilities for organizational agility plans, and employ strategic evolutionary frameworks to more

successfully apply best practices. The way a person uses a system is not solely determined by him; it is also influenced by potential effects on system performance. Gilbert and Balestrini (2016) found that the following factors predict probable usage: time, money, trust, financial security, and information quality. The technology acceptance theory has been attacked for its ineffectiveness lack explaining individual behaviors toward technology adoption, despite the fact that it was thought to be pertinent in explaining technology acceptance.

This idea, which explains how people and organizations accept and use technology, is pertinent to this study (Gilbert & Balestrini, 2016). It illustrates how crucial it is for people to have faith in the system to guarantee the protection of their financial information and to provide them with current, accurate, and pertinent information. Empirical data indicates that e-government services have been widely adopted and approved by Kenyan citizens.

### **2.3 E-government**

According to a World Bank report, information and communication technology (ICT) is used in e-government to enhance organizational performance and service delivery in departments and agencies under government ownership. The primary delivery model of e-government is often used to describe the scenarios that Kuye et al. (2018) pointed out that e-government might manage, such as government to citizen, government to business, and government to government (Demirgüç-Kunt et al., 2017).

This study uses newly collected survey data to evaluate the government's capacity to offer goods and services in a manner that guarantees high population coverage, fair access, and high-quality service delivery. Both inside and between Indian states, the study finds variations in these indicators. Collectively: (i) Access to products and services provided by the government is restricted; around 60% of the surveyed population states that they are unable to apply for the commodities and services that they believe to be essential;

The study finds that: (ii) adults from low-income origins are more likely to report being unable to apply for critical goods and services, and women experience greater access inequality; (iii) of those who were able to apply, fewer than one-third thought the process was simple. Application fees and processing times can be decreased, the application process can be made simpler, and there are more ways to receive applications than through one method alone.

Kitaw (2016) claims that improved democratic governance practices, more accessibility to public services, and increased efficacy have all been brought about by electronic governance. Government to citizen models are exemplified by Arora and Gupta's (2017) government websites and portals. When departments and agencies work together to use technology to save time and effort, Information and communication technologies facilitate better and faster service delivery within government agencies. However, in order for e-government to function properly, additional resources such as hardware, software, and data centers must be available, as well as other technologies like network readiness. Because it made it possible to

access government information and services from anywhere at any time, the internet was essential to these efforts (Schneider & Perry, 2020).

According to Abraham and Irani (2015), servers facilitate information transfer and communication within the back office, enabling rapid access to government data and services.

According to Kassen (2015), there is no one national e-government platform; instead, government platforms are available outside of academic institutions and research facilities. counties, municipalities, and non-governmental organizations. E-government served as a platform to improve democracy and commercial procedures. Additionally, a system for managing documents electronically has been designed to address issues related to public administration. Participation was one of the other projects in the American e-government platforms. Because it emphasizes greater quality and efficacy, E-government, or open data and collaboration, was seen as a step in the right direction in Europe. Public management, modernization, and reform were centered around e-government. Technology is used strategically to update procedures, organizational charts, and legal guidelines. In order to improve public administration and deliver better services to the public, e-government must become more knowledge-based and networked. This includes public administration culture and human resources. By Budding and others (2018)

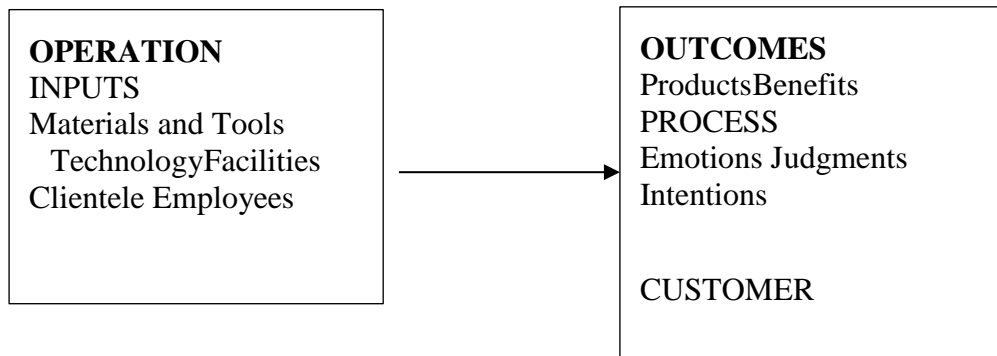
E-services have grown to be a major problem in the Netherlands since they are thought to be an essential part of e-government. Though e-service had no appreciable effect on revenue, the Netherlands ranked fourth in the EU for e-government adoption. The cost of primary and elementary education has decreased because to e-service, which has enhanced the educational system. According to the study (Twinomurinzi & Visser, 2017), people would create passwords on the portal and send requests for digital documents to the municipality.

#### **2.4 Service Delivery**

Any interaction between consumers, citizens, residents, or businesses and the public administration that involves the search or provision of data, handling of their affairs, or performance of obligations is referred to as service delivery. Electronic service delivery is a practical, predictable, dependable, and customer-friendly way to supply these services. It also helps the government cut expenses by saving money and time for both the consumer and the government. The government must recognize the need of encouraging citizen-oriented administration in order to provide quality services. Service provisioning's direct equivalent is service delivery. They allow operational applications to be stated in terms of demands and then provided as communication, and they also facilitate a relationship between the consumer and the provider (Samitier, 2017).

In terms of service delivery, there are five performance goals related to customer satisfaction: cost; capacity to compete on quality and cheap price. Capacity to

compete on superior features, including features, performance, durability, and appearance: Speed: Capable of competing on prompt delivery and dependability ; the capacity to compete on the basis of timely delivery; flexibility; the capacity to compete on the basis of innovative goods or services; and a large selection.



**Figure 2: Service Provided and Received**

Source: Johnston and Clark (2018)

## 2.5 Empirical Studies

### 2.5.1 E-Government Services Strategies

Research by Boyer and Lewis (2015) demonstrated that the strategy processes offer a roadmap for the company to follow when determining its goals. Moreover, these companies used it to improve performance by choosing the best course of action to keep up their operations in the given environment. The decision of the best foundation for competition in the market was also related to the strategy. The manner in which the financial performance relationship between operational strategies and strategic manufacturing configuration was mediated or controlled is a crucial question that this finding raised. Many studies have been conducted on e-government, and the majority of them show that e-government services are used by both government and private sector entities (Imbamba & Kimile, 2017).

Kenya had made considerable strides toward e-government implementation, according to an assessment of the country's e-government status. In addition, the study found that the strategy's advantages included e-participation, responsibility, planning, information exchange, and monitoring.

In order to better understand the strategic use of information technology and the performance of Machakos Huduma Center, Mutuku (2018) carried out a study with two main goals. The first was to ascertain the degree of information technology use at

Machakos Huduma Center and to find out the effects of strategic use of Information technology on the performance of Huduma centres in Machakos county, the results showed there is a connection between service delivery and information technology, the study recommended that information technology be aligned with the vision of the organization. The study also suggested that the number of Information Technology officers at the center be added and resolve the frequent network failures (Twinomurinzi & Visser, 2017).

One of the crucial success factors in implementing public service projects in Kenya, according to Maina and Ombui (2018), was the Huduma Center initiative, which established how operational strategy and financing affect a project's performance. According to the report, expedited service delivery and enhancing the utility of civil workers were important motivators for the project's design phase. Following an analysis of how transformational leadership strategies affected the Huduma centers' performance in Nairobi County, Kenya, researchers found that Huduma center performance and transformative leadership were positively correlated (Kahuari et al., 2019). A related study was carried out by Karithi and Ragui (2018) with the goal of evaluating the Huduma center's effectiveness in Nairobi County. Assessing staff training's effects on technology, leadership, and communication was the study's main goal.

Notwithstanding several challenges, the research showed a positive and statistically significant correlation between the Huduma Centers' performance and the execution of their strategy concerning staff development, dissemination, and output. In a similar vein, Kipchumba (2015) carried out a survey of the provincial administration in Uasin Gishu County in an attempt to identify the barriers to e-government adoption in Kenyan public administration.

This study recommended the implementation of information and communication technology policies as well as a significant rise in public knowledge of e-government. In order to prepare officers for handling information and communication technology, a public administration officer training program should be formed. Additionally, infrastructure, especially in government offices, should be constructed fairly. Furthermore, accessible access to electricity should be provided for all government offices. Leading the way in e-government should be public administration, particularly now that Kenya's new leadership is pushing for greater use of ICTs.

Government operations can be carried out more productively and efficiently, at a cheaper cost, with increased citizen participation and round-the-clock access to services. These are but a handful of the numerous benefits that come with utilizing internet platforms.

According to the research, a number of processes can be finished online, including basic applications, paying legal fees and other charges or fines, and getting up-to-date information. Beyond this, further obstacles exist that make it difficult for the intended users of e-government to pay for, access, or make use of the services.

. While they create and implement this program, the majority of governments do not include them. Because of this, there is a poor uptake of the services, and in order to

reap the rewards of their investments, the government frequently needs to go above and beyond to ensure that e-government systems are fully implemented (Samitier, 2017).

### **2.5.2 E-citizen services**

There has not been much research done on e-citizen as a part of e-government. The government has to raise public knowledge of the e-citizen site, according to the scant local studies that have been conducted in this area. The studies also imply that difficulties have hindered its implementation. For the e-citizen site to be promoted and used more widely, stakeholders must be involved for the duration of the project and its campaigns (Cakar et al., 2018).

Ondego and Moturi (2016) conducted a study on an assessment of the Kenya e-citizen Information Communication Technology project's implementation. He argued that the way the government functions and serves its citizens might be greatly enhanced by information and communication technology. The study proposed applying the information systems success model developed by Delone and McLean to assess the efficacy of the e-citizen program's implementation. The notion of stakeholder participation for the information and communication technology project in Kenya consists of six components. The research not only suggested that stakeholder engagement be added to the Delone and Mclean model, but it also demonstrated that in order to address stakeholder issues related to systems quality, information quality, service quality, intention to use, user satisfaction, and net benefits, public awareness—an attribute that determines stakeholder engagement—needs to be raised.

Komer's (2017) study was motivated by the following research objectives on how customers at Nairobi's City Square Huduma Center perceive e-citizen. The effect of culture on customer views of e-citizenship; the effect of privacy and security on customer perceptions of e-citizenship; and the determination of the relationship between service quality and customer perceptions of e-citizenship. Based on the results, it was evident that most participants thought e-citizen provided services that were both visually appealing and fulfilled their claims. Similarly, user demands were found to be prioritized by e-citizen.

Furthermore, it was discovered that the official website is user-friendly. Most respondents preferred in-person interaction to online contact, even though they all agreed that having access to government services is a positive thing. The majority do, however, use e-citizen to access government services, according to the report. This implies that e-citizen attitudes are influenced by cultural influences. In terms of geography, people living in rural areas are aware of and skilled in using E-citizen, despite their challenges with location and English. An research of how privacy and

security affect customers' opinions toward the e-citizen platform reveals that it is very secure, which is why it can be trusted.

### **2.5.3 E-Business Services**

Aranda, (2018) An investigation on the relationship between operations strategy and performance was conducted in the service environment of Spanish engineering consulting businesses, using flexibility as a moderating variable. A framework for the dimensions of service strategies was provided, whereby manufacturing flexibility dimensions are applied to service operations while accounting for the necessary modifications.

To improve the comprehension of interactions, a path analysis model was used. The results of this study demonstrated that service operations strategy directly and significantly improves the performance of service delivery. Particularly noteworthy was the observation that, in comparison to customer satisfaction performance metrics, efficiency performance measurements were more heavily influenced by flexibility.

The utilization of e-business enhanced and deepened the link between businesses and their clients, making the former more efficient. Significant adjustments to corporate strategy were implied by the use of e-commerce. Organizational marketing became more effective as a result of e-business. An intranet's function was equally as significant as that of an extranet, and internet technologies can serve as helpful mediators in training employees about e-business. The exchange of information and expertise among employees is greatly impacted by a well-organized internal electronic network.

Determining the level of current e-business operational efficiency within publicly traded corporations is the second goal. The study discovered that prior e-business implementation in Serbia has made public company operations more efficient. The study found that e-technologies generate the required data about users in Serbia, making the country more efficient and improving user relations. The survey also revealed that the use of e-technologies to handle business requests and applications enhances corporate operations and procedures, and that technology enhances the marketing of goods and services (Samitier, 2017).

Matopoulos et al. used real data from the food industry in their 2017 study to investigate the implications of e-business adoption of logistics practices. The results indicated that supply chain and industry factors have a greater influence on e-business adoption than intra-enterprise factors do; e-business's influence on logistics operations appears to be influenced by how frequently it is used. It is more prevalent in procedures carried out at the company-customer interface. Lastly, the influence of e-business lies less in cost improvements and more in the areas of time and quality.

The study demonstrated that while e-business applications have numerous advantages, they also present a number of difficulties. Building a web gateway is one of the fundamental issues mentioned. As a result, the study looked at online portal assessment criteria. The amount that a web portal sends out emails to its users informing them of new offerings based on their interests is known as the portal community. The degree to which the website provides goods and services at a reasonable cost and with adequate performance in comparison to other rivals, as well as the extent to which the website addresses user issues, were defined as the web portal's business issues. (Riege, 2018).

#### **2.5.4 E-Visa Services**

Facilitating e-Visas is thought to be one of the primary methods for reducing obstacles related to travel. The convenience of obtaining authorization to enter intended places at the comfort of one's home is afforded to tourists. The e-Visa issue has not received much attention from academics, despite its importance. Because of this, this study aims to close the gap by incorporating it with the idea of e-government. This section of the literature includes multiple research that have tackled the problem of e-Visa. Turkey's tourism industry was evaluated by Cakar et al. (2018) about the effects of e-Visa.

The results of the study demonstrated that, in comparison to conventional visa-obtaining procedures, some benefits of visa facilitation include enhancing a place's reputation and raising travelers' desire to return to a destination. The study's conclusions also provided relevant information about visa facilitation for destination managers and policymakers. According to the study, visitors visiting the nation must apply for visas at embassies and consulates in order to receive one. Dealing with expenses and standing in line—sometimes for hours—are part of this process. The limits of the Indian e-Visa application were studied by Agarwal (2017). Travelers planning short-term medical treatments, business trips, leisure trips, or casual visits to India can now apply for visas online thanks to e-visa facilitation in India. The Indian government created three e-Visa subcategories—e-medical, e-business, and e-tourist—in an effort to expedite and simplify the e-Visa facilitation process.

#### **2.5.6 Service Delivery**

The relationship between service design and quality in the public sector was investigated by Agarwal (2017) using Huduma Centers as a case study. Service design aims to make it easier to resolve problems that come up during the service purchase process. He conducted research for the Kenyan government on the connection between service design and service quality in Nairobi County under the scope of the Huduma Center program, which is founded on the idea of service delivery transformation. The study set out to determine how the various service design strategies—automated queuing, process automation, and self-service—that the centers employed impacted their overall performance.

In another study, Chukwuemeka et al. (2017) noted that the internet has given rise to a plethora of options that have had a significant impact on society right away. It might be argued that no other invention in human history has had such a profound effect in such a short amount of time. One direct result of the internet is e-government services. IT innovations have made it possible to deploy e-government, which has improved service delivery through innovation and encouraged administration that is transparent and inclusive. However, consider service delivery to be the accomplishment of the goals or assignments given to a team of employees within a predetermined amount of time. It entails fulfilling the responsibilities imposed on one by established authority in order to accomplish the organization's goals.

Nyaboke (2018) carried a research on transparency and accountability. Better and more effective service should be part of the services that are offered, according to her. Customers were satisfied with the quality of service they received and the dependability of the Huduma Center's services. While other state businesses that employ Huduma Centers might be used for a study similar to the one that was suggested for future research, the research concentrated on integrated services to improve public service delivery.

Darma and Ali (2018) conducted a case study analysis of the federal capital territory area councils in their evaluation of the public sector service performance in Nigeria. The results of the investigation demonstrated that official e-government, which is defined as governments using new ICTs (information and communication technologies) to perform government functions by utilizing the networking potential provided by the internet and related technologies, is not the same as ordinary e-government. This is because official e-government has the ability to drastically change government structures and operations.

Programs to enhance e-government have been put in place by the Kenyan government. These include the e-citizen, e-visa, and e-business portals that let residents access government services from the comfort of their homes, and the Huduma Center, which acts as a one-stop shop where numerous agencies work together to offer services. The purpose of this study was to ascertain how e-government services impacted customer satisfaction at the public sector Huduma center under the County government of Nakuru.

Identify the effect of e-business services on customer satisfaction and determine the effect of e-citizen services on customer satisfaction were the specific objectives that guided the research. The influence of the electronic visa service on customer satisfaction as well as the total effect of the electronic business, electronic citizen, and electronic visa services on customer satisfaction in the public sector at the Huduma center inside the County government of Nakuru, Kenya.

The planned behavior theory and the technological acceptance theory served as the study's design guiding theories. A case study approach was used as the research methodology in this study. The target audience was the people receiving assistance at the Huduma center, which is run by the Nakuru county government. Using basic random selection, 190 respondents were selected for the sample. A systematic questionnaire was used to collect data, and SPSS version 20 (Statistical Program for Social Sciences) was used to evaluate the results.

At Ol Kalou Huduma Center, pilot testing was done to assess the research instrument's dependability. The study's findings indicate that there is a significant and positive association ( $r=0.533$  and  $p=0.000$ ) between E citizen satisfaction and the public sector's service delivery within the Nakuru county administration.

The Nakuru county government has shown a statistically significant and positive correlation ( $r=0.553$ ,  $p=0.000$ ) between E-business and customer satisfaction with service delivery in the public sector.

There is a statistically substantial and positive correlation ( $r=0.410$ ,  $p=0.000$ ) between customer satisfaction and public sector service delivery between the county

government of Nakuru and E Visa. Overall, the findings ( $r=0.613$  and  $p=0.000$ ) demonstrated a significant and positive correlation between e-government services and consumer satisfaction with public sector service delivery in the Nakuru county government. The research shows that E-government in Nakuru County Government, Africa, raises customer satisfaction with public sector service delivery. The researcher suggested conducting a second analysis on the other e-government services that were left out of the first one.

The poll also found that respondents' perceptions of the relative efficacy of services provided by private actors and those provided by the government differentiated significantly. Innovation is crucial, according to Wasunna's (2018) assessment of the challenges in delivering public services. It is clear from the study that new strategies are required to bring about changes. Huduma Kenya's experience offers valuable insights that information services might benefit from. Humana Kenya was established to enhance the provision of public services, which Kenyans have long perceived as being costly, inefficient, and corrupt.

This kind of transition is a sign of the paradigm shift occurring in the information services delivery space, where cutting-edge technology and user-centered design are introducing novel approaches. Information workers should think about these experiences as they work to improve the standard of information services in the country.

In order to enhance local government service delivery, Makanyeza et al. (2018) carried out research.

The research results indicate that inadequate service delivery can be attributed to various factors such as political gamesmanship, corruption, inadequate transparency and accountability, low citizen participation, a lax human resources policy, an inability to manage change, a deficiency of talent among employees, and inadequate monitoring and evaluation.

### **2.5.7 E-Government services and customer satisfaction**

E-government and Huduma centers work well together to improve public sector service delivery, according to study. Most studies on the application of e-government in developing nations to enhance the provision of public services focus on mistakes. However, in spite of these errors, these nations' governments have persisted in supporting ICT as the ideal channel for providing services that are focused on the public interest. Wambugu et al. (2018) assessed how innovation affected the provision of services in Kenya's public service sector.

Service innovation became operationalized through the automation of public processes. The study's conclusions showed that while Huduma Center innovations encounter resource constraints when put into practice, technology innovations also show promise in terms of expanding the number of individuals served, cutting down on the amount of time needed for service delivery, and boosting accountability and transparency. Lastly, it was suggested that the employees offer their opinions on the

caliber of the services.

A study on the efficiency of public service delivery and e-government in South Africa was conducted by Twinomurinzi and Visser in 2017. The poll found that because e-government prioritizes the needs of the general public, it has improved service delivery as a vehicle for doing so. The report also mentioned the need for national e-government projects to be interconnected in order for e-governance to be successful. Imbamba and Kimile conducted a study in 2017 on the effect of e-government techniques on service delivery in Kenyan government departments.

The analysis found that e-government implementation was not successful in every ministry. It also found that database sharing, lower service delivery costs, faster transaction processing, better recordkeeping, streamlined processes, and higher worker productivity were all made possible by e-government. But according to Norris and Curtice (2016), the internet also promotes good governance and open government. One of the keystones of sound management is the provision of efficient services. Because it may be used to link citizens, e-government, and the government, the internet has positive benefits on governance. This connection can be seen in issues relating to service delivery, like the procedure for service requests, suggestions put forth by the general public, and useful data about services rendered by governmental entities.

A study by Odhiambo and Okello (2019) looked at how automation systems affected the way a subset of Kenyan Huduma Centers provided services. According to their research, automation systems have a statistically significant impact on the quality of care provided in Kenyan Huduma Centers. Furthermore, the study shows that Kenya's Huduma Centers provide better services when there are more Automation systems in place. The report suggested that Huduma Center automation systems be improved in order to guarantee better service delivery. The results of this study will benefit academicians who use it as a reference as well as the government in formulating policies and informing the Huduma Kenya Summit about the role that automated systems play in enhancing the delivery of public services through Huduma Centers.

In Nairobi City County, Mutinda (2018) conducted study on the E-government strategy and service delivery. According to the study's findings, Nairobi City-County offers information technology users training on service delivery through partnerships in information technology. Kenya saw that back-office processes were automated, income was received on schedule, and online transactions were secure thanks to e-government.

A different study conducted by Mutuku (2018) on the impact of Machakos Huduma Center's performance and the strategic use of information technology (IT) revealed a strong correlation between the two. The research claims that the Huduma center's performance has improved as a result of its strategic information technology utilization. Enhanced client happiness, transparent and economical service delivery, and efficacy and efficiency in service delivery are some of these advantages.

According to the report, businesses should carefully consider their information technology resource investments and concentrate on using them strategically. IT should be utilized in a manner that advances the objectives of the company. The report also recommended investing in regular staff training in information and communication technology capabilities as a way to address the frequent system and network failures and hiring more information technology officers. An organization's strategy must be developed, implemented, and achieved in order for information technology to be used strategically.

## 2.6 Recap of Literature Review

E-government and service delivery have been the main topics of study for academics who concentrate on ministries Huduma Centers (Wambugu, 2018). Numerous aspects of service delivery, including cost, speed, and customer pleasure, have been the focus of research projects.

(Kiprop, 2017). According to Makanyeza et al. (2018), the majority of studies have focused on finding strategies to improve customer happiness, lower service costs, and provide better customer service. However, in the Kenyan context, relatively few research have examined e-business, e-citizen, and e-visa. Research is therefore required to determine how e-government strategies affect service delivery and service quality evaluation.

**Table 3: Table of Related Studies**

Author / Year	Topic	Study Variables
Mugabe (2018)	Effect of e-government on service delivery by government ministries	Transaction processes, cord management, online facility access, and database sharing were the main areas of focus.
Kipchumba (2018)	Obstacles to the introduction of e-government A review of Uasin Gishu County's provincial government in Kenyan public administration	Public administration was the main topic of discussion.

Ondego and Moturi (2016)	An evaluation of the Kenya e-Citizen ICT Project's execution Information and communication technology (ICT)	E-citizen was the main focus.
Kiprop et al. (2017)	Customer arrival patterns and customer satisfaction at the Huduma Center in Nakuru County are related.	The focus was On Customer Arrival Practices
Komer (2017)	Perception of customers towards e-citizen acase of Citi-square Huduma Center Nairobi	Focus is on Perception of Customers
Ngalu and Wafula(2015)	Factors influencing the choice of Huduma centres	The focus was on the Choice of Huduma Center
Wambugu (2018)	Customer satisfaction in Service Quality government Huduma centers in the Rift Valley Region of Kenya is impacted by aspects of service quality.	The quality of the services was the main concern.
Darma and Ali (2018)	To assess the caliber of public sector service delivery in Nigeria, a case study of federal capital territory area councils is utilized.	The focus was on the Public Sector
Rutto and Yuddah(2015)	Problems with providing public services and evidence that innovation is essential	Focus was on publicservice
Wasunna (2018)	An assessment of how Kenya's uptake of e-government services has been impacted by mobile payments	Particular attention was paid to e-government and mobile payments.
Cakar et al. (2018)	Evaluated the effects of e-Visa on Turkey's travel and tourist industry.	The primary topic of discussion was the impact of e-Visa on the tourism sector.

## 2.7 Conceptual Framework

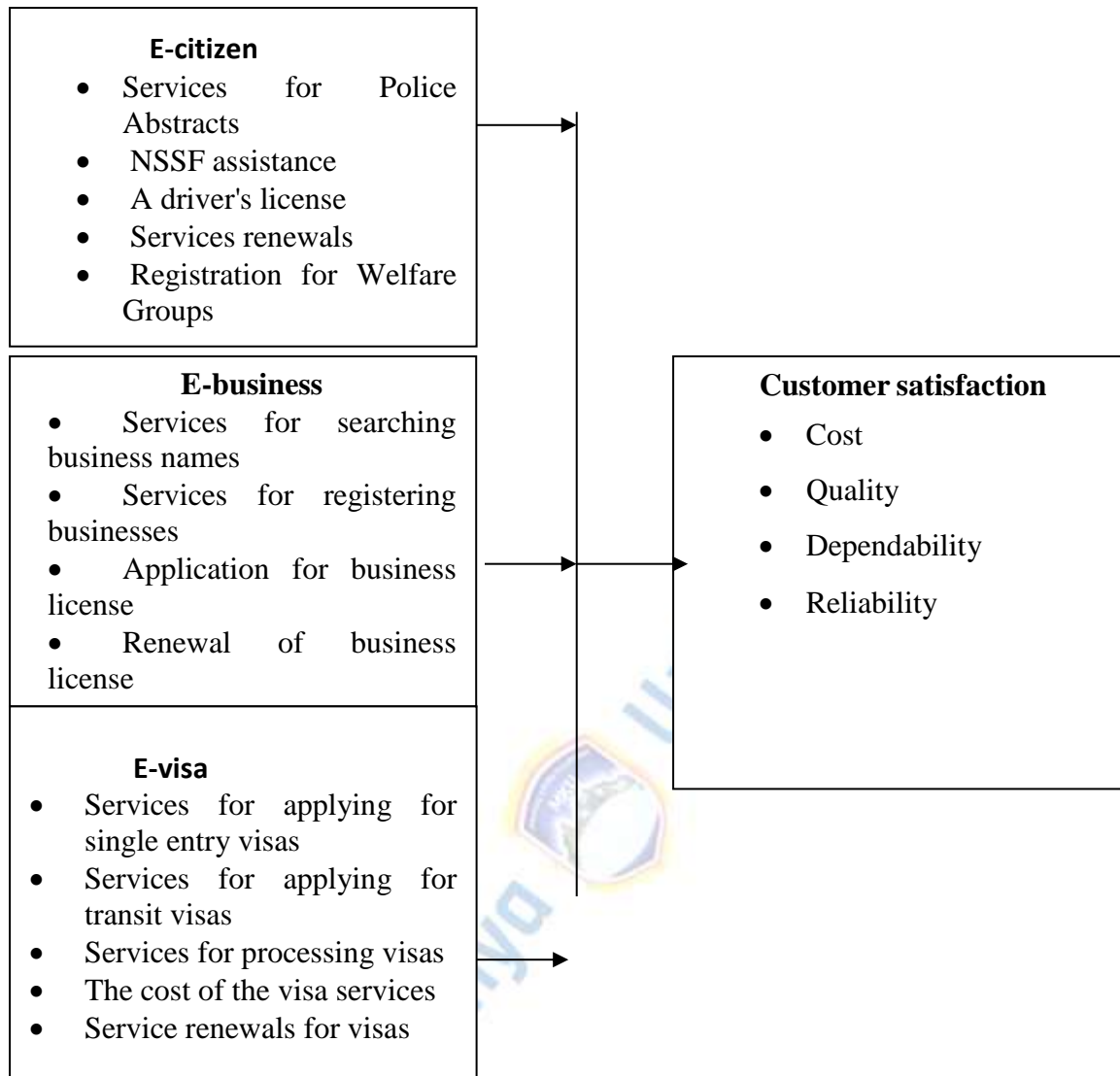
The goal of this study is to identify the connections among these three characteristics. They are the variable that is independent, the variable that is dependent, and the variable in between. This study's specific goal is to determine how e-government affects public sector service delivery with reference to Huduma Center in Nakuru County.

This study uses e-business, e-citizen, and e-visa to operationalize e-government, which is the independent variable. Service delivery, which is operationalized based on the following parameters: cost, time, quality, dependability, flexibility, and reliability, is the dependent variable. We'll use regression models to evaluate the following hypothesis: Ho1: There is no appreciable impact of electronic citizen adoption on the services provided by the Huduma Center in Nakuru County. Ho2: The Huduma Center in Nakuru County can continue to offer its services with minimal impact from the introduction of e-business.

Ho3: The Huduma Center in Nakuru County was able to continue its services without any noticeable impact from the implementation of e-visas. Ho4: The Huduma Center in Nakuru County did not see a major impact on service delivery from the introduction of e-citizen, e-business, and e-visa. The paper states that the delivery of public sector services is expected to be impacted by e-government. Figure 2 illustrates the relationship between the research variables.

## Independent Variable

## Dependent Variable



**Figure 2.1: Conceptual Framework**

*Source own conceptual 2023*

Online access to government digital services is available to Kenyan citizens, residents, and tourists via E-Citizen.

Online applications are submitted through the completion of a PDF application form. Email and SMS are the methods used by the applications to provide notifications. Mobile money, debit cards, and e-Citizen agents are just a few of the numerous payment methods offered by E-Citizen. The services provided by their separate government departments include business, marriage, driving, land immigration, and civil registration. For example, in Kenya, assistance with marriage and civil partnerships can be obtained through the Department of Justice and the Office of the Attorney General. There are further services for searching and registering business names.

This is made possible via e Business, an eCitizen platform that gives business owners internet access to government services. Among the services offered are the applications for permits, licenses, and business registration. Additionally, with

eCitizen, The National Transport and Safety Authority (NTSA) is the place to apply for a provisional license, arrange a driving test, receive a license, pay fees, and track the status of an application. Citizens can obtain services from the Ministry of Land Housing and Urban Development, such as title deed searches, demand notifications for land rent clearance, and payments.

To sum up, the e-Citizen platform is primarily intended to serve the needs of citizens. It facilitates the delivery of services by accelerating the pace at which the government assists its constituents.

To access everything, all you need to do is create an account on e Citizen. Visit [www.ecitizen.go.ke](http://www.ecitizen.go.ke) for additional information. The Companies Registry launched a computerized Business Registration Service (BRS) in 2016 that is available via the E-citizen portal. All company incorporations have been conducted online since the BRS system went live, and a company's incorporation instantly connects it to the E-citizen portal. The E-citizen portal must now be connected to entities that were founded before 2016 and were previously under the manual method.

The firms Registry currently allows all firms, including limited liability partnerships, sole proprietorships, foreign companies, public limited companies, and companies limited by guarantee, to do the following: Look up the firm; file annual or interim returns and any necessary revisions, such as those concerning shareholding, directorship, registration office, and share capital. Additional services include transformation of enterprises; Increase in nominal capital ; Share splitting Obtaining certified copies; Modifications to international companies' registered information Registration of debentures and discharges; amendments to the articles of association and memorandum; official searches of business names. Services include applying for a work permit and a passport are provided by the Department of Immigration Services. Applications for visas can be made via e-Visa, another eCitizen portal. Kenyan citizens may enter the country and travel within it using an official document called an e-Visa.

## CHAPTER THREE

### RESEARCH METHODOLOGY

#### 3.1 Introduction

In order to address the research hypotheses, this chapter addresses a number of related subtopics, such as the study design, target population, data collecting and research tools, sample and sampling tactics, and procedures for gathering and analyzing data.

#### 3.2 Research Design

The design of this study was case study. A case study design draws conclusions about other members of the population from a single unit of investigation (Mugenda & Mugenda, 2018).

#### 3.3 Target Population

The clients who use the Huduma Center in Nakuru County were the study's target demographic. A one-month time frame was set out for the investigation. Pre-visits were made by the researcher to the Huduma center in order to determine the target population size and established the average number of customers served in the target e government services for a period of one week. According to Huduma Center database approximately 1200 (rounded off to the nearest hundreds) customers visit per day hence, this study targeted 1200 customers from Nakuru city, Huduma Center. The population distribution is summarized as follows.

**Table 4: Target Population**

Category	Population
Police Abstract	200
HELB	200
NHIF	100
NSSF	100
Driving license	200
Welfare group registration	100
Land search	100
E business	200
E visa	400
Total	1200

*Source: Huduma Center Database (2023)*

### 3.4 Sample Size

A simple random sample process was used in the study. The sample size was computed using the following formula. It is unknown how variable the population is, where  $n$  is the targeted sample size. It was anticipated that there would be the greatest variability, or 30% ( $p = 0.3$ ).

**Table 5: Sample Size Distribution**

Category	Population (Frequency)	Percentage(30%)
Police Abstract	100	30
HELB	100	30
NHIF/NSSF	200	60
Driving license	100	30
Welfare group registration	100	30
Land search	200	60
E business	400	120
E visa	<b>1200</b>	<b>190</b>

### 3.5 Data Collection

To obtain permission for the one-month data collection from the Huduma center, the center manager was contacted. Five-point standardized questionnaires were used to collect data. According to a Likert scale... The service providers were asked to help with the questionnaire administration. For the month-long study period, a fixed number of questionnaires were distributed daily to guarantee random sampling selection. A small number of consumers asked to have the questionnaires handed to them, given time to complete them, and then have the completed forms collected at a later time. To guarantee that follow-ups would be simple in these situations, the researcher asked for customer contacts.

### **3.6 Validity and Reliability Analysis**

The Huduma facility's data gathering was authorized for a month after the center manager was notified. An organized survey consisting of five sites was used to gather data. Scale of Likert

#### **3.6.1 Pilot**

In accordance with Mugenda and Mugenda's (2018) recommendation, a pilot test is carried out to identify any flaws in the apparatus and design and to supply proxies for the data that will be utilized for choosing a probability sample. A pilot research is carried out when a questionnaire is distributed to a small group of individuals with the goal of pre-testing the questions, according to Mugenda & Mugenda (2018).

Before the study is carried out, a pilot test enables the researcher to identify any shortcomings, restrictions, or other issues with the interview design and makes the required corrections.

A pilot study from Olkalou Huduma Center in Nyandarua County was carried out with a minimum of twenty respondents in order to evaluate the validity and reliability of the questionnaire. The validity and reliability of the 24 questionnaire were confirmed by a pilot test, which also gave the researcher the opportunity to make the required adjustments to guarantee correct data collection.

#### **3.6.2 Validity Analysis**

A validity study evaluates a research instrument's capacity to measure the things it is designed to measure (Riege, 2018). The investigator verified that the criteria for internal and external validity were fulfilled. The degree to which research findings are attributable to the real interplay of study factors rather than unrelated variables is known as internal validity (Kothari, 2018). Conversely, the degree to which study findings can be implemented in a practical setting is known as external validity (Kassu, 2019).

A study has to meet construct and content validity thresholds in order to obtain both internal and external validity. Construct validity guarantees that when measuring study concepts, the researcher follows current theory and expertise. legitimacy of content.

Conversely, guarantees that the chosen measurement accounts for every facet of a study variable (Williamson & Johanson, 2017). By creating research items based on conceptual conceptions that are empirically available, the researcher in this study assured content validity.

#### **3.6.3 Reliability Analysis**

According to Williamson and Johanson (2017), a measure's consistency is its reliability.; an instrument is considered trustworthy if it measures the things that it is intended to assess. A reliability analysis determines how well a research tool can reproduce outcomes in the event that the analysis is done again (Kothari, 2018).

The decision to go to the Ol Kalou Huduma Center was predicated on two notions. First, it was assumed that patrons would randomly visit the center. Second, the sample size represented only 1.5% of the whole population. Consequently, there was very little chance that a consumer who took part in the pilot study would also participate in the main trial. For the aim of reliability investigation, the researcher distributed 20 questionnaires, 10% of which were to residents of the Huduma center. Cronbach alpha was calculated using the gathered data for each research variable. According to Tavakol and Dennick (2017), values higher than 0.71 suggested the reliability of the study instrument.

### **3.7 Data Analysis and Presentation**

The questionnaire's research items, which were found using e-government services, provided the foundation for quantifying the research variables. The study data were analyzed using two different statistical methods: inferential and descriptive statistics. The study variables were characterized using the mean and standard deviation of descriptive statistics. Tables were used to display the data after it was examined using SPSS version 22.

The association between e-government services and customer satisfaction in the public sector was examined using regression analysis. The study hypotheses on the effects of different e-government services on customer satisfaction were investigated using the t-test at the 0.05 level of significance.

On the other hand, multiple regression and analysis of variance were used to look into the cumulative impact of e-government services on customer satisfaction in the public sector. The regression model that is shown below acted as the investigation's guidance.

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \beta_4 X_4 + \varepsilon$$

Where; Y = Customer satisfaction

X<sub>1</sub> = E-citizen X<sub>2</sub> = E-Business X<sub>3</sub> = E-Visa B<sub>0</sub> = Constant

$\beta_1, \beta_2, \beta_3, \beta_4$  and  $\beta_5$  = Beta coefficients  $\varepsilon$  = Error term

### **3.8 Ethical Consideration**

The investigator clarified that participation in the exercise was entirely voluntary for the respondents and that non-participation would not result in any negative consequences. They were free to decide whether or not to take part. To guarantee the responders wouldn't be concerned, the researcher took great care to conceal their identities and preserve their privacy. The scientist asked for permission from the National Commission for Science, Technology, and Innovation.

. In order to gather data from the target demographic, the researcher requested official authorization from the Huduma center manager Nakuru branch. Each respondent who agreed to engage in providing a response was obliged to affix their signature; those who chose not to express their opinions did not do so.



## CHAPTER FOUR

### RESEARCH FINDINGS AND DISCUSSION

#### 4.1 Introduction

The Huduma center in the county government of Nakuru, Kenya, was used as a case study for the study's evaluation of customer satisfaction and e-government services in the public sector. The research findings for the respondent profile are presented and discussed in this chapter along with the descriptive and inferential assessments of the study's goals. The results and their consequences for the study are also covered in this chapter.

#### 4.2 Response Rate

A response rate of 99% was attained with 189 of the 190 participants in the study who were meant to complete and return the questionnaires. Responses to a single questionnaire with a 1% failure rate were not obtained from the participants. The study featured a large sample size that was appropriate for the investigation, with an 89% response rate. Barbie (2014) argues that a high response rate is better than a low response rate because it considerably minimizes non-response bias.

**Table 6: Response Rate**

Number of respondents in the sample	Number of completed surveys returned	Rate of Response (%)
190	189	99.47%

*(Source, field data ,2024)*

#### 4.3 Pilot Test Results

Twenty questionnaires were given to clients as part of a pilot test that the study carried out at the Olkarau Huduma Center in Laikipia County. Table 4 displays the results of the research.

**Table 7 : Reliability Test Results**

Variable	Number of Items	N	Cronbach's Alpha Value
E citizen services	7	20	.764
E- business application	6	20	.777
E-Visa application	5	20	.757
E-Customer satisfaction	6	20	.879

(Source, field data ,2024)

The Cronbach Alpha values from the pilot research were 0.764, 0.777, 0.757, and 0.879, in that order. As a result, the Cronbach values for E citizen services, Three applications—the E business, the E visa, and the E customer satisfaction—all scored greater than 0.7. According to George and Mallery (2018), Cronbach correlation coefficients of 0.7 or higher are regarded as satisfactory. Field (2019) states that if the research instrument provides a dependable measurement for the investigation, it has a Cronbach's  $\alpha > 0.7$ .

#### 4.4 Profile of the Respondent's Demographics

Based on the respondents' gender, age, and educational attainment, the study examined their demographic profile.

##### 4.4.1: Gender of the Respondents

The purpose of the study was to ascertain the respondents' gender. Table 5 displays the findings of the analysis.

**Table 8: Respondents' gender**

Gender	Frequency	Percentage
Male	66	35
Female	123	65
<b>Total</b>	<b>189</b>	<b>100</b>

(Source, field data ,2024)

Three quarters of responses were men and sixty-five percent were women, according to the statistics. This indicates that women constituted the majority of respondents who utilized e-government services.

##### 4.4.2: Age of the respondents

The purpose of the study was to determine the age range of those requesting online government services. Table 6 presents the findings from the analysis.

**Table 9: Age of the respondents**

Years	Frequency	Percentage
Less than 18 Year	54	28
18-25 Years	43	23
26-30 Years	25	13
31-40 years	23	12
41-50 years	20	11
Above 50 Years	24	13
<b>Total</b>	<b>189</b>	<b>100.0</b>

(Source, field data ,2024)

#### 4.4.3: Academic levels

The study's goal was to determine the degree of education of the respondents. Table 7 displays the findings of the investigation.

**Table 10: Academic Qualification**

Gender	Frequency	Percentage
Certificate	62	33
Diploma	50	26
Bachelor	55	29
Masters	20	11
Phd	2	1
<b>Total</b>	<b>189</b>	<b>100</b>

(Source, field data ,2024)

Three-thirds of the participants reported holding a certificate, while two-thirds held a diploma, two-thirds held a bachelor's degree, and twelve percent held a postgraduate degree, according to the research findings. Since the bulk of responders had a college degree, it is reasonable to infer that the information they gave was true.

#### 4.5 Descriptive Statistics for the study variables

In this part, descriptive statistics for the study variables are discussed. A mean, standard deviation, and percentage are shown for the results.

##### 4.5.1 E-Citizen services

Initial project purpose was to assess how e-citizen enhances customer satisfaction in public sector using Huduma center in Nakuru County as a case study. Results of the inquiry are shown in Table 8.

**Table 11: E- citizen services on customer satisfaction**

	SA	A	N	D	SD	N	Mean	Std
Application of police abstract	46	44	4	6%	0	189	4.64	0.876
	%	%	%		%			
HELB application	43	52	2	3%	0	189	4.82	0.765
	%	%	%		%			
NSSF Application	41	52	2	5%	0	189	4.46	0.567
	%	%	%		%			
NHIF Application	47	33	7	10	0	189	44.17	0.641
	%	%	%	%	%			
Driving license	52	33	6	9%	0	189	4.23	0.643
	%	%	%		%			

Welfare group	56	34	3	7%	0	189	4.46	0.321
registration	%	%	%		%			
Land search	47	34	13	7%	0	18	4.20	0.432
	%	%	%		%	9		

(Source, field data ,2024)

On average, 90% of respondents were in favor of using e-citizen to apply for police abstracts (mean = 4.64; standard deviation = 0.876). Furthermore, the great majority of participants (n = 95%, mean 4.82, standard deviation 0.765) agreed that they used e-citizen software to apply for HELBs. Furthermore, the majority of participants (93%; mean = 4.46; standard deviation = 0.567) admitted to submitting their NSSF application using e-citizen.

Notably, 80% of individuals (mean = 4.17; standard deviation = 0.641) agreed that they had applied for the NHIF online. 85% (mean = 4.23; standard deviation = 0.643) of the participants also applied for a driver's license using eCitizen, which is a significant portion of the population. Additionally, the results of the survey demonstrated that 90% of participants claimed to have applied benefit registration utilizing e-citizen, with a mean score of 4.46 and a standard deviation of 0.321.

Additionally, 81% of respondents (mean = 4.20, standard deviation = 0.432) gave their permission to use e-citizen to conduct the land search. The majority of respondents appeared to be happy with e-citizen services, based on these findings.

#### 4.5.2 E-business on service delivery

Examining the relationship between e-business and customer satisfaction in the public sector using the Huduma center of the Nakuru County government as a case study was the second objective of the research. The respondents' results are shown in Table 9.

**Table 12: E- business application on service delivery**

E-business services	SA	A	N	D	SD	N	Mean	Std
search of names	47%	43%	2%	8%	0%	189	4.22	0.453
Registration of business	56%	34%	3%	7%	0%	189	4.46	0.321
application of Business license	47%	34%	13%	7%	0%	189	4.20	0.432
renewal of business license	59%	31%	3%	7%	0%	63	4.02	0.521
Permit of business license	48%	48%	2%	2%	0%	189	4.26	0.231
Business service processing	50%	34%	8%	4%	4%	189	4.15	0.421

(Source, field data ,2024)

90% of respondents (mean = 4.22; standard deviation = 0.453) confirmed, according to the statistics, that they searched for business names using e-Citizen. Furthermore, 90% of

respondents said they had registered their firms online (mean = 4.46; standard deviation = 0.321). 81% of respondents (mean = 4.20; standard deviation = 0.432) said it would be appropriate to submit an online application for a business license.

90% of respondents to the study acknowledged that they have submitted an online application to have their company license renewed (mean = 4.02; standard deviation = 0.521). Furthermore, according to the survey, 96% of respondents said they had submitted an online application for a business permit (mean = 4.26; standard deviation = 0.231).

Upon completion, 84% of participants (mean = 4.15; standard deviation = 0.421) acknowledged that they processed commercial services using electronic commerce.

The Huduma center in the Nakuru County government provided e-business services to the public sector, and the majority of respondents were satisfied with this arrangement, as indicated by the survey results.

The current results validate the claims made by Samitier (2017) that the use of e-business increased operational efficiency and promoted stronger client relationships. Businesses had to make significant changes to their strategy when they adopted e-commerce. An intranet's function was equally as significant as that of an extranet, and internet technologies can serve as helpful mediators in training employees about e-business. Efficiency in organizational marketing was also enhanced by e-business. Information sharing and knowledge sharing among staff members is significantly impacted by an efficient internal electronic network.

As per the report, e-technologies produce the crucial data regarding users. Samitier (2017) reports that the poll also showed that using e-technologies to manage business requests and applications improves a company's operations and procedures.

#### 4.5.3 E-visa on customer satisfaction

Third, the study's third goal examined the connection between E-Visa and public sector customer satisfaction using the Huduma center of the Nakuru County government as a case study. Results of the responders are displayed in Table 10.

**Table 13: E-visa's impact on client satisfaction**

<b>E –Visa Services</b>	<b>SA (%)</b>	<b>A (%)</b>	<b>N (%)</b>	<b>D (%)</b>	<b>SD (%)</b>	<b>Mean</b>	<b>Std. Deviation</b>
I use eVisa to apply for a single entry visa.	68	23	2	4	3	4.258	0.886
I utilize eVisa to apply for a transit visa.	69	21	0	5	5	4.403	0.557
I use the E visa to apply for	40	55	0	2	3	4.145	0.717

visa processing.

I use E-Visa to apply for a visa renewal.	58	33	2	3	4	4.168	0.786
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(Source, field data ,2024)

91% of the participants applied for a single entry visa through eVisa, according to the findings (mean = 4.258, SD = 0.886). Most respondents (mean=4.403, SD=0.557) agreed, according to the data, that 90% of them applied for transit visas via eVisa. According to the respondents, 95% of the applications (mean = 4.145, SD = 0.717) were submitted via the E visa system for visa processing. It was also agreed upon by most respondents (mean=4.168, SD=0.786) that 91% of them requested for an E visa in order to renew their validity. The majority of respondents to the study reported using e-visa services and being satisfied with the public sector's delivery of these services at the Huduma facility under the County government of Nakuru.

#### 4.5.4 Customer satisfaction

To assess the combined effect of e-citizen, e-business, and e-visa on customer satisfaction in local government, the Huduma center in the County government of Nakuru was utilized as a case study for the fourth purpose of the study. Table 11 presents the results.

By combining the concept of e-government with it, this study aims to close the gap. This area of the literature includes a number of studies that have examined the e-Visa issue. The impact of e-Visa on the tourism sector in Turkey was assessed by Cakar et al (2018).

**Table 14: Electronic citizenship, e-business, e-visas, and client contentment**

Customer satisfaction	SA (%)	A (%)	N (%)	D (%)	SD (%)	N	Mean	Std.
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It is affordable to provide services through the Huduma Center.	58	24	8	4	6	63	4.177	0.512
At Huduma Center, services are rendered in a short amount of time.	40	48	4	8	0	63	3.984	0.532
The huduma center offers flexible service offering.	50	34	8	4	4	63	4.145	0.621
Dependable services are provided by Huduma Center.	54	36	2	5	3	63	4.563	0.508
At the Huduma center, services are reliably provided.	48	40	3	5	4	63	4.131	0.513
At the Huduma center, services are reliably provided.	58	30	3	5	4	63	4.131	0.513

(Source, field data ,2024)

It can be observed from the data that most respondents (92%; mean = 4.177, SD = 0.912) agreed that the Huduma Center's service provision costs are appropriate. 88% of the respondents (mean = 3.984, SD = 0.532) also believed that Huduma Center service delivery takes very little time. 84% of respondents (mean = 4.145, SD = 0.621) to the same study agreed that the Huduma Center provides flexible services.

Additionally, the study found that 90% of the services provided by Huduma Center are dependable (mean = 4.563, SD = 0.508). Additionally, 88% of the respondents believed that the Huduma center's service delivery is dependable (mean=4.131, SD=0, 513). The study also confirmed that 88% of the Huduma center's service delivery is reliable (mean = 4.131, SD = 0.513). The research findings demonstrated that e-citizen, e-business, and e-visa have an effect on customer satisfaction in the public sector, using the Huduma center in the County government of Nakuru as an example.

The findings of Wambugu's (2018) investigation into the impact of parameters related to service quality on customer satisfaction at government Huduma facilities located in Kenya's Rift Valley are supported by the current study. He provided evidence that the services' efficacy, dependability, responsiveness, and accessibility have a significant

influence on Huduma Center patrons' satisfaction levels. Customer satisfaction at Huduma Centers is significantly impacted by responsiveness, accessibility, efficiency, and dependability of services, according to the study's findings. In a study published in 2018, Abdalla et al. examined the results of Huduma Centers' in-service delivery in Mombasa. They discovered that even though the majority of clients had comparatively low levels of service expertise, they were usually happy with the Huduma Center's dependability in providing services.

#### 4.6 Diagnostic Test

Diagnostic tests were carried out to support the usage of the regression model. The multicollinearity, normalcy, and heteroscedasticity tests were the diagnostic procedures used in this instance. This was done to make sure that no erroneous regression findings were produced.

##### 4.6.1 Test for Multicollinearity

An examination for multicollinearity was performed to make sure that there was no co-linearity between the independent variables. Multicollinearity was evaluated using the variance inflation factors (VIF) and tolerance.

A variable that has a VIF value greater than 10 generally speaks to the need for more investigation. The formula for the variance inflation factor, or VIF, is  $(1/\text{tolerance})$ . If the VIF value is between 1 and 10, then multicollinearity is not present.

**Table 15: Tolerance and VIF Test**

Model	Collinearity Statistics	
	Tolerance	VIF
1 (Constant)		
E citizen	.162	6.172
E- business	.363	2.755
E visa	.889	1.125
E –citizen, E business, E visa	.775	1.290

*a. Dependent Variable: Customer satisfaction*

The tolerance values for the variables E-citizen, E-business, and E-visa were determined based on the findings were 0.162, 0.363, and 1.124, respectively; for the variables E-visa, E-business, and E-visa, the values were 0.775, 1.290, and 1.124, 1.290, and 0.889, 0.889, and 1.124, respectively. The tolerance for every variable was more than 0.1 and the VIF was less than 10, thus no more investigation was required.

## 4.7 Inferential Statistics

### 4.7.1 Correlation Analysis

To determine the kind and degree of the correlations between the study's independent and dependent variables, the researcher performed a correlation analysis.

#### 4.7.1 E citizen on customer satisfaction

**Table16 Correlation between E citizen and customer satisfaction**

		Group Size
<b>E-citizen on customer satisfaction</b>	Pearson Correlation	.533**
	Sig. (2-tailed)	.000
	N	189

\*\* . Correlation is significant at the 0.01 level (2-tailed).

The study examined the relationship between E citizen and the customer satisfaction huduma facility located in Nakuru County. The results show that  $r=0.533$  and  $p=0.000$ . This indicated that there may be a statistically significant and somewhat positive relationship between E citizen and customer satisfaction at the Huduma center in Nakuru County. E-citizen enhances public sector customer satisfaction at Huduma Center in Nakuru County, according to the data. This is in line with a study by Komer (2017) on the perceptions of e-citizen held by patrons of the city plaza at Huduma Center Nairobi. The findings demonstrated that most participants thought e-citizen provided services that were both aesthetically beautiful and lived up to expectations. Likewise, it was found that e-citizen gave priority to user requirements.

#### 4.7.2 E business and customer satisfaction

**Table 17 Customer satisfaction and E-business correlation**

		Economic Status
<b>E business on customer satisfaction</b>	Pearson Correlation	.553**
	Sig. (2-tailed)	.000
	N	189

\*\* . Correlation is significant at the 0.01 level (2-tailed).

The study was out at the Huduma Center in Nakuru County also looked at the relationship between customer happiness and e-business. The results showed that  $r=0.553$  and  $p=0.000$ . This demonstrates the strong and positive correlation that exists between E business and customer satisfaction at the Huduma facility located in Nakuru County. The results showed that e-business improves public sector customer satisfaction at the Huduma facility in the Nakuru County administration. Aranda (2018) conducted a study which

found that the utilization of e-business not only enhanced efficiency in business operations but also fostered closer and better relationships with customers. The use of e-business and e-commerce entailed major adjustments to business strategy. E-business also made organizational marketing more effective, and an efficient internal electronic network greatly affects staff knowledge and information sharing.

#### 4.7.3 E Visa on customer satisfaction

**Table 18 : Correlation between E Visa on customer satisfaction**

		<b>Duration of Group Existence</b>
<b>E Visa on customer satisfaction</b>	Pearson Correlation	.410**
	Sig. (2-tailed)	.003
	N	189

\*\* . Correlation is significant at the 0.01 level (2-tailed).

An analysis of the association between customer satisfaction at the Huduma Center in Nakuru County and the E visa was part of the study. The results showed that  $r = 0.410$  and  $p=0.000$ . This shows that, at the Huduma location in Nakuru County, there is a significant and positive correlation between the E visa and customer being content. The Huduma Center, the public service center run by the Nakuru County government, reported higher customer satisfaction rates when using the E visa.

Aranda (2018) conducted a study which found that the utilization of e-business not only enhanced efficiency in business operations but also fostered closer and better relationships with customers. The use of e-commerce required considerable adjustments to corporate strategy, and e-business enhanced the effectiveness of organizational marketing. Employee knowledge and information sharing is significantly impacted by an efficient internal electronic network.

The limits of the Indian e-Visa application were studied by Agarwal (2017). Travelers planning short-term medical treatments, business trips, leisure trips, or casual visits to India can now apply for visas online thanks to e-visa facilitation in India. in an effort to facilitate e-Visa processing more quickly and easily.

#### 4.7.4 E- government( E citizen, E business and E visa) on customer satisfaction

**Table 19 : Correlation between Financial Skills on Loan Repayment**

		<b>Financial Skills</b>
E –government	Pearson Correlation	.613**
	Sig. (2-tailed)	.001
	N	189

\*\* . Correlation is significant at the 0.01 level (2-tailed).

Moreover, the study between e-government services and customer satisfaction at the Huduma Center in Nakuru County conducted an analysis of association. The results showed that  $p=0.001$  and  $r=0.613$ . This demonstrates that customer satisfaction at the Huduma Center in Nakuru County and E government have a favorable and significant link. The results suggested that E-government services improve public sector customer satisfaction at the Huduma facility of the Nakuru County government. A study on the efficiency of public service delivery and e-government in South Africa was conducted by Twinomurinzi and Visser in 2017. Because e-government prioritizes the needs of the general population, the survey claims that using technology as a tool for service delivery has improved the quality of services provided.

#### 4.7.5 Regression Model Summary

To ascertain how strongly the independent and dependent variables were related, the researcher employed the modified R Squared value. The Adjusted R-squared result was chosen by the researcher over the R-squared result because it displays the percentage of variation explained by independent factors that actually have an impact on the dependent variable. Table 15 displays the resultant data.

**Table 20 : Regression Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.868 <sup>a</sup>	.816	.789	.27584

a. Predictors: (Constant), E- citizen , E- Business, E visa , E government

b. Dependent Variable: Customer satisfaction in Huduma center in Nakuru County

To determine the strength of the association between the independent and dependent variables, regression analysis was used in the study, as Table 15 illustrates. According to the study's findings, the independent variables included in the analysis account for 81.6% of the variation in customer satisfaction at the Huduma facility in the County Government of Nakuru County, while other factors not covered in the study may account for 18.4% of the difference.

#### 4.7.6 Anova of the Regression Model

**Table 21 : ANOVA of the Regression Model**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	28.830	4	7.2675	59.7140	.000 <sup>b</sup>
	Residual	6.950	58	0.1198		
	Total	35.780	188			

Predictors: (Constant), E citizen, E- business, E- visa, E government).

b. Dependent Variable: Dependent Variable: Customer satisfaction in Hudun center in Nakuru County

The F statistic in the previously given ANOVA table is 59.7140, according to Table 16. The model is considered statistically significant since the computed f value is larger than the f statistic. This means that there is substantial evidence supporting the statistical significance of the regression findings and the low degree of variation in the outcomes. This indicates that the model worked well with the data and that changing the study units (population) would not have a significant effect.

#### 4.7.7 Multiple Regression Coefficients

**Table 22: Regression Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients		t	Sig.
	B	Std. Error	Beta			
(Constant)	.203	.147			4.035	.000
E-citizen	.188	.040	.125		2.482	.001
E- Business	.210	.076	.685		7.344	.003
E- Visa	.151	.072	.191		2.095	.004
E- government services	.225	.040	.304		6.375	.006

a. Dependent Variable: Customer satisfaction in Huduma center in Nakuru County

To determine the regression coefficients linking the independent and dependent variables, regression analysis was also employed in the study, as shown by the equation below.

$$Y = \beta_0 + \beta_1X_1 + \beta_2X_2 + \beta_3X_3 + \beta_4X_4 + \varepsilon$$

In this case, Y stands for customer satisfaction at the Nakuru County Huduma Center. X1 stands for electronic citizens, X2 for electronic businesses, X3 for electronic visas, and X4 for electronic government services. The constant denoted by  $\beta_0$  indicates the value of customer satisfaction in the absence of predictor variables. The values of Unstandardized Coefficients ( $\beta$ ) provided the answer to the given problem based on the data shown in Table 17. The results indicate that there is a favorable relationship between E citizen, E

business, E visa, and E government services and customer satisfaction at the Huduma center of the Nakuru county government. As a result,

$$Y = 0.203 + 0.188X_1 + 0.210X_2 + 0.151X_3 + 0.225X_4 + \varepsilon$$

In the public sector of the Nakuru county government, the value of customer satisfaction is 0.203 in the absence of the predictor factors' influence. This shows that customer satisfaction in the Nakuru County Government's public sector would be 0.203 at any given time if all other variables were kept constant at 0. According to the data, an increase of one unit in E Company would lead to a 0.210-fold rise in customer satisfaction across the public sector of the Nakuru County government.

On the other hand, in the public sector, a unit change in E citizen would translate into a 0.188 times difference in customer happiness. The Nakuru County government in Kenya would see 0.151 times higher customer happiness in the public sector with a unit increase in the length of an E visa; the same public sector would see 0.225 times more customer satisfaction with a unit increase in E-government services.

#### **4.8 Hypothesis Testing**

The following hypothesis was the focus of the investigation for this study: H01: Customer and e-citizen satisfaction at the Nakuru County Government's public Huduma center do not significantly differ from one another. The results showed that the p-value was 0.001, which was less than the significant limit of 0.001. The study concludes that e-citizen has a statistically significant influence on customer satisfaction in the Nakuru County government and rejects the null hypothesis (H01) based on the significance threshold. The following hypothesis was to be evaluated as part of the study: H02: The impact of e-commerce on customer satisfaction with Nakuru County administration is not statistically significant. The results showed that the p-value of 0.003 was below the significant level of 0.01. Based on the significance criterion, the study's conclusion—which disproves the null hypothesis (H02)—states that e-business has a statistically significant effect on customer satisfaction at the Nakuru County government.

Testing hypothesis H03, which inquired as to whether E-Visa had a statistically significant impact on Nakuru County inhabitants' satisfaction with the county administration, was the aim of the study. The results demonstrated that the p-value at 0.004 was lower than the significant values of 0.01. On the basis of significance, the analysis rejects the null hypothesis (H03) and shows that there is no statistically significant association between the E visa and consumer satisfaction with the Nakuru County administration.

Investigating the following hypothesis was the aim of the study: H04: There is no statistically significant difference in the effect of e-government on Nakuru County government customer satisfaction. A p-value of 0.006 and a significance level less than 0.01 were displayed in the results. Customer satisfaction in the public sector at the County government of Nakuru, Kenya, is not statistically correlated with E government services, according to the analysis, which rejects the null hypothesis (H04) based on the significance criterion.

## **CHAPTER FIVE**

### **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

#### **5.1 Introduction**

This chapter presents a thorough overview of the study's main discoveries, follows by conclusions and a discussion of the implications that arise from them. Lastly, it offers some advice and ideas for topics that could be researched further. This study's primary goal was to evaluate e-government offerings and public sector customer satisfaction using the Huduma center in the county government of Nakuru, Kenya, as a case study.

#### **5.2 Summary of Findings**

The study's objective was to create a synopsis of its most significant findings. Several objectives led to the division of the synopsis into groups.

##### **5.2.1 Impact of E-citizenship on client satisfaction and service provision**

From the analysis the study findings revealed that the E citizen provided the following services; application of police abstract, HELB application; NSSF application; NHIF application; Driving license; Welfare group registration and Land search. The study revealed that E citizen services provided has an positive effect on customer satisfaction in the public sector a case of Huduma center in county government of Nakuru, Kenya.

##### **5.2.2 Effect of E business on customer satisfaction on service delivery**

As per the research findings, E business provided the subsequent services: business registration, business name search, application and renewal for business licenses, licensing for business permits, and business service processing. In the case of the Huduma Center in the county government of Nakuru, Kenya, the study found that the services offered by E-businesses have a favorable impact on customer satisfaction service delivery in the public sector.

### **5.2.3 Effect of E visa on customer satisfaction on service delivery**

According to the investigation, the study found that E-Visa offered the following services: processing of applications for transit and single-entry visas, payment for visas, and visa renewals. According to the study, the provision of E Visa services has a beneficial impact on customer satisfaction and service performance in the public sector. The Huduma Center in the county government of Nakuru, Kenya, serves as an example of this.

### **5.2.4 Effect of E government on Customer satisfaction service delivery**

According to the study's analysis, the government offered services for citizens, businesses, and visa holders that were delivered with a high degree of customer satisfaction. The results showed that the costs associated with offering these services via the Huduma Center are fair. The outcomes also showed that Huduma Center service delivery takes very little time. The results also showed that the huduma center's service delivery is flexible. The outcomes also demonstrated the dependability of the services provided by Huduma Center. The outcomes showed that the Huduma center offers services that are of an acceptable caliber and that service delivery is dependable. The overall study found that the provision of E-government services has a beneficial impact on customer satisfaction and service delivery in the public sector. The Huduma center in the county government of Nakuru, Kenya, serves as an example of this.

## **5.3 Conclusion**

The following conclusions of the study are drawn from the summaries.

### **5.3.1 Effect of E citizen on customer satisfaction**

The study's findings, based on the data at hand, demonstrate a significant and positive connection ( $r = 0.533$  and  $p = 0.000$ ) between E citizens and customer satisfaction in respect to the public sector service delivery provided by the Nakuru county government. Therefore, it appears from the findings that E-citizen improves customer satisfaction at the public sector service delivery point at the county government of Nakuru, Kenya.

### **5.3.2 Effect of E- business on customer satisfaction**

When it comes to e-business's impact on customer satisfaction with regard to public sector service delivery, the county government of Nakuru has discovered a strong and positive correlation ( $r=0.553$  and  $p=0.000$ ) between all three. According to the results, e-business improves customer satisfaction in the county government of Nakuru, Kenya's public sector in regard to service delivery.

### **5.3.3 Effect of E- Visa on customer satisfaction**

There exists a noteworthy and affirmative correlation ( $r=0.410$ ,  $p=0.000$ ) between E-Visa and customer satisfaction with respect to its impact on public sector service delivery within the Nakuru county government. The county administration of Nakuru, Kenya finds

that E Visa increases customer satisfaction at the point of service delivery in the public sector.

#### **5.3.4 Effect of E- Government on customer satisfaction**

The Nakuru county administration reports that there is a strong positive connection ( $r=0.613$  and  $p=0.000$ ) between customer satisfaction and e-government when it comes to the delivery of public sector services. As a result, the statistics suggest that e-government improves client satisfaction with public sector service delivery in the Nakuru county government of Kenya.

#### **5.4 Recommendations**

In the light of the foregoing findings, the study recommends that;

From the conclusion the study recommended that, public sector should embrace and continuously improve E citizen in order to make application of police abstract, HELB, NSSF, NHIF, Driving license, Welfare group registration and Land search more reliable and dependable thus enhancing customer satisfaction .

A significant amount of time should be spent on business services such as name searches, business registration, business license applications, business license renewals, business permit licensing, and business service processing in order to promote quality and increase customer satisfaction.

E-visa services, such as single entry visa applications, transit visa applications, visa processing, visa payments, and visa renewals, should be prompt, dependable, and dependable in order to improve client satisfaction.

In order to raise consumer satisfaction levels with public sector service delivery in the Huduma sector, the County administration of Nakuru, Kenya, the E-government services for citizens, businesses, and visas should be affordable, timely, flexible, dependable, and of acceptable quality.

#### **5.5 Suggestion for Further Studies**

The researcher recommended that additional research be done on the other e government services that were not included in this analysis. The variables influencing Kenyan residents' adoption of e-citizen, e-business, and e-visas should also be the subject of additional research.



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**Appendix I: INFORMED CONSENT FORM**

Dear sir/madam,

**RE: REQUEST FOR YOUR CONSENT TO PARTICIPATE IN A RESEARCH**

I kindly write to request for you to participation in a research project. The study title is: **ASSESSMENT OF E-GOVERNMENT SERVICES AND CUSTOMER SATISFACTION IN PUBLIC SECTOR: CASE OF HUDUMA CENTER NAKURUCOUNTY**

The potential risks and discomforts of the study are minimal. This is because you will only be expected to participate in the questionnaire. Before filling the questionnaire, all respondents will be reminded and requested to keep what is discussed to be confidential. There are no potential benefits for you as a person for participating in this study. I am requesting you to volunteer and share your opinions. No payments will be made for the information that you give or for the time that you will spend with us. Confidentiality of any information that you provide will be maintained. Data collected will only be used for the purpose of this study and will be destroyed when the findings are published.

PARTICIPATION IN THIS STUDY IS ENTIRELY VOLUNTARY. YOU MAY REFUSE TO FILL THE QUESTIONNAIRE AND YOU MAY WITHDRAW AT ANY STAGE IF YOU SO WISH.

If you accept to participate in this study, please append your signature below:

Signature of participant: ..... Date: .....

If you have any query, please contact the following:

Mobile phone 0729011798

Or by email [alfredkiprop@gmail.com](mailto:alfredkiprop@gmail.com) Sincerely,

Alfred Kiprop

**RESEARCHER**

**CONSENT**

I have carefully reviewed the provided details, comprehended the information, and had the chance to seek clarification. I understand that I am participating in this study completely voluntarily and that I can stop participating at any time without the need to provide a justification and without incurring any expenses. I am aware that I will receive a copy of this consent form. With full understanding, I willingly consent to participate in this study.

**Participant's signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Investigator's signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## APPENDIX 11: QUESTIONNAIRE

For each question, please select the option that most accurately reflects your level of understanding. Please check the relevant response.

### Section A: Profile of the Respondents

1. Kindly indicate your gender?

Male

Female

2. What age are you?

Less than 18

18 to 25

25 to 30

30 to 40

40 to 50

Over 50

Other

3. What certificate level of education do you possess?

Diploma

Bachelor

Masters

PhD

### Section B: E-Citizen services

The following remark pertains to the e-citizen application at Huduma Center in Nakuru County. Please select the statements below that you Strongly Disagree to Strongly Agree with. The extremes of the scale are strongly disagree and strongly agree. 1 Strongly Disagree, 2 Disagree, 3 Neutral, 4 Agree, and 5 Strongly Agree.

<b>E-CITEZENSERVICES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
police abstract application					
HELB application					
NSSF Application					
NHIF Application					
Driving license					
Welfare group registration					
Land search					

### **Section C: E-Business Application**

The following is a statement about how e-business affects service delivery. Please check which of the following statements about the use of E-business you Strongly Agree with and Strongly Disagree with. The extremes of the scale are strongly disagree and strongly agree. (1) Disagree (2) Strongly Disagree (3) Agree (4) Strongly Agree (5) Neutral (3).

	<b>E-BUSINESSSERVICES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	Name search					
2	Business registration					
3	application for business license					
4	Renewal of Business license					
5	Business permit license					
6	Business service processing					

### D: E-Visa Application

The statement that follows has to do with applying for an E-visa. Please check the following statements to see how much you Strongly Disagree and Strongly Agree. The extremes of the scale are strongly disagree and strongly agree. 1 Strongly Disagree, 2 Disagree, 3 Neutral, 4 Agree, and 5 Strongly Agree.

	<b>E-VISA SERVICES</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	I use e Visa to apply for a single entry visa.					
2	Through eVisa, I submit my application for a transit visa.					
3	In order to apply for visa processing, I use the E visa.					
4	My payment method for my Visa is E-Visa.					
5	I submit an application to renew my visa via E-Visa.					

### Section E: Customer satisfaction

The services offered by Nakuru County's Huduma Center are the subject of the claims made in this section. Examine the statements to determine the quality of service offered by Huduma Center. Strongly disagree and strongly agree are at opposite ends of the spectrum. 5 Strongly Agree, 1 Disagree, 2 Disagree, 3 Neutral, and 4 Agree.

	<b>CUSTOMER SATISFACTION</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	The Huduma Center charges a fair price for its services.					
2	At Huduma Center, services are rendered in a short amount of time.					
3	Providers at the Huduma Center can offer customized services.					
4	Dependable services are provided by Huduma Center.					
5	At the Huduma center, services are reliably provided.					
6	The Huduma Center's services are of a respectable caliber.					

## APPENDIX III: ERC CERTIFICATE



REF: MKU/ISERC/3502  
TO: ALFRED KIPROP

Date: 05 March 2024

REG: MPAM/2022/47575

Dear Sir/Madam,

**RE: ASSESSMENT OF E-GOVERNMENT SERVICES AND CUSTOMER SATISFACTION IN PUBLIC SECTOR: CASE OF HUDUMA CENTER COUNTY GOVERNMENT OF NAKURU**

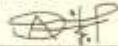
This is to inform you that **Mount Kenya University** has reviewed and approved your above research proposal. Your application approval number is **2546**. The approval period is **05/03/2024 - 04/03/2025**.

This approval is subject to compliance with the following requirements;

- i. Only approved documents including informed consents, study instruments, MTA will be used
- ii. All changes including amendments, deviations and violations are submitted for review and approval by **Mount Kenya University**
- iii. Death and life-threatening problems and serious adverse events or unexpected adverse events whether related or unrelated to the study must be reported to **Mount Kenya University** within 72 hours of notification
- iv. Any changes, anticipated or otherwise that may increase the risks or affect the safety or welfare of study participants and others or affect the integrity of the research must be reported to **Mount Kenya University** within 72 hours
- v. Clearance for export of biological specimens must be obtained from relevant institutions
- vi. Submission of a request for renewal of approval at least 60 days prior to expiry of the approval period. Attach a comprehensive progress report to support the renewal
- vii. Submission of an executive summary report within 90 days upon completion of the study to **Mount Kenya University**

Prior to commencing your study, you will be expected to obtain a research license from National Commission for Science, Technology and Innovation (NACOSTI) <https://research-portal.nacosti.go.ke> and also obtain other clearances needed.

Yours sincerely,



**Dr. Alfred Owino, PhD**  
**Chairman, Mount Kenya University ISERC**

✓ The Chairman  
Mount Kenya University  
Ethics Review Committee  
P. O. Box 342 - 0100, Thika

## APPENDIX IV: INTRODUCTORY LETTER



### DIRECTORATE OF GRADUATE STUDIES

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MPAM/2022/47575

6<sup>th</sup> March, 2024

*National Commission for Science Technology & Innovation (NACOSTI)*  
*Off Waiyaki Way, Upper Kabete,*  
*P.O Box 30623- 00100*  
**NAIROBI, KENYA**

Dear Sir/Madam,


**RE: ALFRED KIPROP – REGISTRATION NO. MPAM/2022/47575**

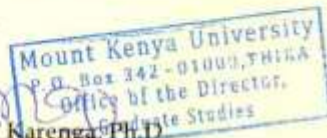
The purpose of this letter is to introduce the above named student who is pursuing **Master of Arts in Public Administration and Management** in the Department of **Management** in the school of **Business and Economics**.

The title of the research is **“Assessment of E-Government Services and Customer Satisfaction in Public Sector: Case of Huduma Center County Government of Nakuru.”** It has been cleared by the University’s Ethics Review Committee (Certificate attached) and now has to proceed to the field to collect data between **March, 2024 and April, 2024**.

Any assistance accorded to the student will be highly appreciated.

Thank you.

  
**Dr. Samuel M. Karenga, Ph.D**  
**Director, Graduate Studies**



## APPENDIX V: NACOSTI PERMIT

Republic of Kenya  
National Commission for Science, Technology and Innovation



Signature: *Walter Kimani*



Mount Kenya University

APPENDIX VI: TURNITIN REPORT

ASSESSMENT OF E-GOVERNMENT SERVICES AND CUSTOMER SATISFACTION IN PUBLIC SECTOR: CASE OF HUDUMA CENTER NAKURU COUNTY

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