

**THE IMPACT OF CITIZEN ACCESS TO E-GOVERNANCE ON SERVICE DELIVERY
IN KENYA: A CASE OF CENTRAL KISHII DISTRICT, KISHII COUNTY**

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REG NO MPA/NRB/09/00003

**A Research Project Submitted in Partial Fulfillment for the Degree of Masters of Public
Administration and Management of Mount Kenya University**

SEPTEMBER, 2011

ABSTRACT

One of the central research questions emerging from the favorable and critical views on e-governance is how such a new mode of governance has impacted on service delivery in the public sector. This dimension is crucial, because what matters most is whether the adoption of e-governance is able to improve service delivery; one of the core functions of governments is based on quality, processes and operations. This research investigated the impact of citizens' access to e-governance on service delivery in Kenya. Specifically this study established the extent of access to e-governance services, established what category of people who seek e-governance services, established the impact of access to e-governance has on the lives of citizens and finally it established some of the problems encountered by actual or potential users of e-governance in central Kisii district. Being a developing country, Kenya is going through the process of globalization and liberalization of its market and services. This has given rise to new business processes, different information flows, and changed policies, new kinds of records, advanced security measures, and new data management methods. Kenya launched the e-governance strategy in 2004. This was a descriptive research design targeting one hundred and fifty three respondents who are users of e-governance services in the district. Respondents were selected through random sampling method in cyber cafes and were interviewed. The study used questionnaires to collect primary data, which was analyzed using descriptive statistics. The study concludes that the majority of the people were not using e-governance services because they were unaware of such services, accessibility of e-governance services was found to be fair or poor in most areas of the district, The categories of people mostly seeking e-governance services are the youth who are either in school or those who have finished school and are unemployed, on the impact of access to e-governance had on lives of the citizens, the study findings revealed that the majority of the people using e-governance services, the study findings revealed that the majority of the people using e-governance services either agreed, disagreed or were neutral that e-governance had impacted their lives. Some of the problems encountered while using e-governance included; Poor Internet access, language standardization, privacy of the citizens, exclusion of individuals with disabilities, low information technology literacy, un-even distribution of Internet facilities, high cost of connection and in some cases low penetration of high-speed of connectivity to the Internet. The study concluded that the public should be given access to a wider range of government records, protecting personal privacy, implementing appropriate security controls, maintaining electronic records, maintaining a robust technical infrastructure, addressing information technology human capital concerns, and ensuring uniform service to the public.