

**UNIVERSITY OF NAIROBI
SCHOOL OF COMPUTING AND INFORMATICS**

Master of Science Information Systems

Research Project

**PROJECT TITLE
E-GOVERNMENT IN KENYA: A CONCEPTUAL
FRAMEWORK TO INCREASE PUBLIC
PARTICIPATION**

**SUPERVISOR:
CHRISTOPHER CHEPKEN**

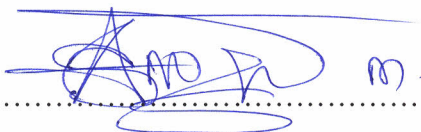
**PRESENTED BY:
SHEM MBANDU ANGOLO
P56 / 71001 / 2007**

JULY 2009

Presented in partial fulfillment of the requirements of the award of the
degree of Master of Science in Information Systems

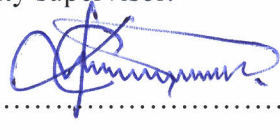
Declaration

This research project is my original work and has not been submitted to a degree course in any other university.

Sign  M. Date 30th July 2009

Name: Shem Mbandu Angolo
REG No. P56/71001/2007

This research project has been submitted for examination with my approval as the university supervisor.

Sign  Date 31/07/2009

Name : Christopher Chepken
School of Computing and Informatics
University of Nairobi

ABSTRACT

The Kenya government has been making significant attempts to make its services and information on the Internet available in the recent past. The success of these efforts depends to a great extent, on how well the targeted users i.e. the citizens in general make use of the services and information. A UN E-Government survey conducted in 2008 indicates that Kenya ranks very low on citizen usage of E-Government with an index of 0.04 ranking position 146 out of the 189 countries surveyed globally.

The purpose of this research was to develop a framework for increasing public participation of E-Government services in Kenya. Towards achieving this goal, the research set to investigate the factors that influence E-Government adoption and to explore on what needs to be done to improve adoption.

The research was conducted in two stages. Using an extension of the technology acceptance model, a survey was conducted to find out the factors influencing E-Government services in Kenya. The proposed research model was validated using data collected using 700 questionnaires distributed to commercial cybercafés in seven towns across the Country. 523 valid responses were received. The results of this survey were used to propose a framework for increasing public participation. The framework was validated using data collected from 89 Internet users.

The findings of this study have various implications for research as well as practice. For research the factors that influence E-Government usage were discussed. For practice, the findings of this study provide a generic framework for implementation of E-Government frameworks. Its finding can be used by government in developing countries as a guide when developing E-Government services. The major limitation to this study was the inability to include non – cybercafé users in our study. This could have introduced a bias in the findings.

Key Words : *E-Government, Public Participation*