THE EFFECTS OF GOVERNMENT'S TECHNOLOGY POLICIES ON THE YOUTH IN NAIROBI COUNTY, KENYA

A CASE STUDY OF NAIROBI CITY COUNTY.

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A STUDY PROJECT PRESENTED TO THE SCHOOL OF MANAGEMENT AND LEADERSHIP IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR AWARD OF THE DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY OF THE MANAGEMENT UNIVERSITY OF AFRICA.

OCTOBER 2020

DECLARATION

I, Purity Nyakwaye, confirm that the work for the following paper with the title: The Effects of government technology policies on the youth in Nairobi County, Kenya was undertaken by me, and all secondary literature used was used to support my research topic.

Signature……. Date……

Purity Nyakwaye

DICT/3/00006/3/18

This study has been presented for examination with my consent as University Supervisor

Jefferson Maingi

Signature……. Date…….

DEDICATION

This study is devoted to my God, my family, and the lectures that gave me support throughout this period.

ACKNOWLEDGEMENT

I would like to express gratitude to God for assisting me in my academics and also my lecturer and my parents for giving me the knowledge and guiding me on how to do my research work.

ABSTRACT

This study aims to explain the effects of government policies on technology among the youth: A case study of Nairobi County Kenya. These are the specific objectives of my study: To identify if technology is positively or negatively affecting the youth, to examine how the government is handling the use of technology among the youth, and the views on technology policies among the youth. The study will make use of questionnaires or interviews where the case study will be conducted. The target population of this case study is the youths of Nairobi County.

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LIST OF ABBREVIATIONS

ICT-Information and Communication Technology

TAM-Technology Acceptance Model

TRA-Theory of Reasoned Action

DOI-Diffusion of innovation

R&D-Research and Development

ST&I-Science, technology and innovation

USAC-University Studies Abroad Consortium

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CHAPTER ONE

INTRODUCTION

1.0 Introduction

The chapter introduces the basis of the study in terms of background, the statement of the problem, the research objectives, and research questions, the significance of the study, and the scope of the study.

1.1 Background of the study

Policies are measured structures of ethics to guide decisions and achieve coherent outcomes. A National ICT policy is a guiding principle put into place by the government and investors' who are devoted to the method of bringing digital technology to the people so that they can acquire information. Countries that have connected the latent of information and communication technologies have achieved significant social and economic development. Therefore, countries and governments finance large amounts of resources in the ICT sector. However, it is not assured whether the outcomes of these investments essentially match visions (Prashant Palvia, Naveed Baqir and Hamid Nemati Electronic Journal of information systems in developing countries November 2015). This study is intended to offer a practical policy and monitoring outline that is not only linked to modern technological realities and dynamics estimated to guide the reasonable development of the ICT division in such a way as to guarantee extreme developmental impact for the advantage of all Kenyans. In reviewing these policies, the Government has taken notice of the remarkable impact of globalization and fast changes in technology. These changes have often affected the outdated approach to the management of public affairs and service delivery, which gradually notifies the requirement for more practical rule and regulatory response (Ministry of information communication and technology Kenya, November 2019). This is a helpful pattern in examining technology use and youth development, since the youth have high gratitude for technology, and frequently interact within a cyber-environment. The youth are enjoying the luxury provided by technology. Technology has upgraded people's lives through different fields such as medicine, work, education, etc. Modern technology has made communication much easier in that people can communicate with family and friends with just a press of a few buttons and one can speak from anywhere and anytime of the day. Technology has improved students' life by providing

them with tools such as Google which can help them carry out research and even learn things that they didn't know (Tech Afghanistan Jan 2020).

However, technology is not all good, currently one of the burning issues in technology is about technological devices such as mobile phones, laptops, computers, and video games. These technological devices have become a significant part of youth's everyday lives. These devices are used for fun and entertainment which now affect the lives of people especially students. But at one point this device has become more than just fun and entertainment, they have become an addiction that is hard to control. Due to technology, the youth tend to spend too much time on their phones, laptops, computers doing nothing important (Hosale 2013). New technologies have affected the brains of the youth in a bad way, after spending too much time on the internet the youth find it hard to sit down and read a book. Technology is a threat to human health because the youth spend more time on their screens playing games, chatting as a result they spend less time exercising and being active. Technology has made face-to-face interaction almost impossible because the youth mostly talk to online "friends" and when they face a problem they realize they cannot trust people whom they just know from the internet, Ghasemi, L., Shahr Aray, M., &Moradi, A.R. (2007). Study about internet obsession, loneliness, and self-esteem among Iranian secondary education students.

Acknowledging that technology impacts how youth understand their surroundings, and seeking to recognize the youths' description of this influence can lead to a better understanding of how youth grow in this phase of technology, therefore the purpose of the government policies on technology is to be able to aid and guide the youth on the use of technology with ease.

The youth have to understand the different policies put in place by the government and the government has to know how these policies are affecting the youth.

1.2 Statement of the problem

These policies will provide a clear and convincing guideline to manage social, economic, cultural, and political renovation over the active use of Information and Communications Technology (ICT) in the years ahead. The Policies adds and improves upon vision 2030 and offers various key approaches needed for reaching Kenya's advanced goals. As these policies are revised, we will concentrate on how it's affecting the youth speeding up the building of high-speed, mobile, secure, and global new-generation information technology structure, evolving modern internet industrial system, applying the national huge data plan, and improving cyber security. The suitable methods, guidelines, and action strategies have and will continue to bring about a radical change in Kenya. It is my opinion that this policy strategy will set the pace on the right path.

The study will try to find out the effects that the government's policies on technology have on the youth. Technology has many affirmative phases but in the wrong hands, it can be dangerous. Technology is being misused by today's youth, with the current exposure that the youth are capable of getting from these technological devices. Matters that are estimated to rise out of this research include revelation to challenging resources, online oppression of youth, description of pointless online marketing and advertising, introduction to risky online activities, problems of identity theft, the rise of digital and generation gap among parents and the youth.

According to Matt R. (2010) in an article, "Growing up Digital, wired for Distraction." in The New York Times, others include wastage of time, the building of shallow and harmful relationships, and, eventually, causing rather than alleviating, users 'depression, loneliness, social isolation and withdrawal among others.

1.4 Research objective

The overall aim of this proposal is to examine the effects of the government's policies on technology among the youth.

1.4.1 Specific objectives of the study

The specific objectives of the study were required to find out:

- The strengths and weaknesses of Technology
- To what extent do the youth understand the government policies on technology.
- The advantages of the policies put in place.
- How the policies put in place are affecting the youth?

1.5 Research questions

This study sought to answer the following research questions:

- What are the strengths and weaknesses of Technology?
- The extent to which the government's policies affect the youth?
- How do the government policies on technology affect the youth?
- What are the different policies put in place by the government?
- What are the guiding principles of the National ICT Policy?

1.6 Significance of the study

The discoveries from this study sought to strengthen the understanding of the effects that the government's policies on technology have on the youth. The limitations of this study together with the findings and recommendations sought to inform the possible capacities for upcoming studies to stimulate learning. The policies put in place help to advance the livelihoods of Kenyans by guaranteeing the disposal of available, effective, dependable, reasonable, and protected ICT services. Since the high efforts by contributors, government agencies, and other community developers who talk and advise the youth on the policies put in place by the government will be well informed on the strengths and weaknesses of technology on the youth. The findings sought to enlighten the government and youth for necessary reforms, procedural adjustments, and continuous improvements.

1.7 Scope of the study

The proposal sought to examine the effects of the government's policies on technology among the youth. It will focus mainly on the youth because they use technology the most. Nairobi is the capital city of Kenya has the highest population of youth. The study will take place in Nairobi County, Kenya.

1.8 Chapter summary

This chapter has presented the background of the study from worldwide to local perspectives. I got my information from. The foundation and the scope of the study have been debated justified within the broad structure of the research problem, research objectives, research questions for the study to survey the effect of government policies on technology among the youth in Nairobi County, Kenya.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This section presents the review of the literature on the effects of government policies on technology among the youth in Nairobi County, Kenya. The theoretical structure is offered centered on the research gaps recognized in the earlier empirical studies. The theme of each of the research objectives addressed is founded on the empirical analysis followed by the summary of literature review and research gaps.

2.1 Review of Theoretical Literature

2.1.1 Technology Acceptance Model theory (TAM)

Technology Acceptance Model (TAM) the most cited theory, it was developed by Davis F., Bagozzi R., et al 2019. They offered a theoretical model directed to foresee and clarify ICT usage activities, that causes possible adopters to accept or reject the consumption of information technology. Theoretically, TAM is built on the Theory of Reasoned Action (TRA). In TAM, two hypothetical ideas, perceived usefulness and perceived ease of use are the vital causes of system use, and 15 foresee attitudes concerning the usage of the system, which is, the consumer's will to use the system. Perceived usefulness discusses "the degree to which a person trusts that using a specific system would boost his or her job performance", and perceived ease of use refers to "the amount to which a person trusts that using a certain system would be free of effort" (Davis, 1989, 320). In these articles TAM was used in three different ways, namely to associate different adoption models, improve additions of TAM, or duplicate the model. For example, Davis et al. (2016) experimentally linked the capability of TRA and TAM to foresee and clarify the acceptance and rejection by users of the deliberate use of computer-based technology; Venkatesh and Davis (2002) recognized and tested a hypothetical extension of TAM, known as TAM2, which clarifies perceived usefulness and usage intentions with the aid of social impact and perceptive influential processes, and Adams et al. (1992) replicated Davis' (1989) study.

2.1.2 Diffusion of innovation (DOI)

Diffusion of innovations is a theory that pursues to enlighten how, why, and at what rate new ideas and technology spread. Everett Rogers, a professor of communication studies, promoted the theory in his book Diffusion of Innovations; the book was first published in 1962 and is now in its fifth edition (2003). Rogers discusses that diffusion is the method by which an invention is connected over time between the members in a social system. The roots of the diffusion of innovations theory are diverse and span multiple disciplines. Rogers suggests that four main fundamentals influence the spread of a new idea: the innovation itself, communication channels, time, and a social system. This method depends heavily on human capital. The innovation must be broadly implemented to self-sustain. In the rate of implementation, there is a point at which an invention reaches acute mass. The groups of adopters are visionaries, early adopters, early majority, late majority, and idlers. Diffusion displays itself in different ways and is extremely subjected to the type of adopters and innovation-decision process. The principle for the adopter classification is innovativeness, defined as the degree to which an individual adopts a new idea.

The diffusion of innovation theory relates to this study owing to the overall approval of technology amongst the youth which is largely a must-have in all phases of life in the present century where technology has influenced nearly 90% of all skills. Technology has significantly contributed to the connecting of the world to its present situation where it's termed a "global village" due to how fast communication can be directed from one corner of the planet to the other. Technology has added greatly new jobs among the youth. It plays a key role in the molding of a society and if left unimpeded it can have both advantages and disadvantages. However, for the youth to realize the full prospective of technology invention needs to be extremely prioritized.

2.2 Empirical Literature Review

2.2.1 Some policies on technology that the government has put in place.

ICT Infrastructure development and access

The rise in the application of internet-based and other ICT-associated services entails suitable infrastructure to allow social and economic growth. Thus infrastructure-related policy is fixated on how to successfully ensure a reasonable and extensive spread of access to ICT services. Infrastructure is the central basis of a consistent ICT eco-system.

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Policy Objectives

The government will:

(a) Promote Data Centre infrastructure passed out in the knowledge of worldwide permitted ethics for dedications of warranting quality of service under open access, carrier-neutral model;

(b) Improve incentives to guarantee and safeguard investment in the field of the data center;

(c) Enable the growth and presentation of lawmaking in local areas to sustain growth in IT service consumption as an engine to spur data center growth;

(d) Warrant that Information is processed justly and legally in accord with the rights of citizens and acquired only for precise, lawful purposes;

Science Technology and Innovation

The Kenya Vision 2030 identifies the serious part Research and Development (R&D) and Innovation has played in accelerating economic development in all the freshly developing countries of the world. The core aims of science, technology, and innovation (ST&I) are to generate original ST&I capabilities suitable to nationwide requirements, urgencies, and resources, and to make an STI nation where solutions to socio-cultural and economic complications of the individual, the community, and the nation are acknowledged and pursued.

Content and Application Development

The general objective will be to advance local content in ICTs for better access and importance to the citizens. The policy objectives on local content will be to:

(a) Sustenance of locally built growth of ICT presentations and multimedia content for efficiency.
(b) Inspire the usage of Kiswahili is the National language and native languages in emerging content.
(c) Boost the growth of content that captures and preserves the knowledge and culture of local communities.
(d) Encourage electronic publishing, collection, and preservation of local materials;

Postal and courier services

The Government identifies that all residents have a right to access basic postal services and will warrant that the country has a lively and resourceful postal sector across the physical, electronic and financial platforms to increase the sector's contribution to the country's economy. It will be attained by, guaranteeing that postal operators deliver reasonable, unbiased, and well-organized universal service, among other procedures. An operative postal and courier method is significant to the growth of e-commerce and other areas of the ICT economy.

Policy Objectives

This policy targets to accomplish the following objectives:

- Expansion and establishment of high-value amenities and awareness of customer needs.
- Improved access to valuable and reasonable universal postal services.
- Advancement of private sector involvement in the postal sector.
- Advancement of e-commerce accomplishments in the country.
- Development of postal security.
- Advancement of R&D in the postal sector.

Radio Frequency Spectrum

It is a public source that must be dedicated to distributing public value. The optimal and effective application of the spectrum from social, economic, and technical perceptions to permit the success of the developing goals in our Vision 2030 will be the first thought for the policy preferences which are required to sustain the National Broadband Strategy and its place concerning broadband for all.

Policy Objectives

The Government's objective in the consumption and supervision of the radio frequency spectrum is to attain,

a) Improved national security and defense.
b) Improved emergency preparedness against disasters.
c) Effective national and international transportation systems.
d) Maintainable upkeep of natural resources.
e) Effectiveness in the distribution of educational information and entertainment;
f) Nationwide accessibility of well-organized and reasonable ICT services.

Universal access

The Government is committed to warranting that ICT services are accessible through the country and will support the universal service accessibility and the broadest admission to such services. To surge the level of contact to ICTs, the Government will deliver the permitting environment for the private sector to play a corresponding role towards attaining universal access targets.

Policy Objectives

The universal access policy objectives are:

a. Guaranteeing thoughtful control of the Universal Service Fund in consensus with its recognized goals.
b. Guaranteeing all citizens acquire ICT services such as mobile, internet, postal/courier, and broadcasting in line with the approved rules.
c. Boosting effective access to and use of communications systems and services throughout the Republic of Kenya, concentrating on rural, remote, and under-served areas to stimulate social and economic development.
d. Guaranteeing accessible, affordable, basic, advanced communications systems and services to people with disabilities, at home and individual stages, mainly where the market is incapable of delivering such services in a financially sustainable method.
e. Aid the growth of Information Communications and Technologies, plus connected human ability and technological invention.
f. Promotion of the overview and growth of communication services to learning institutes, hospitals, and other institutions aiding public needs.
g. Supporting the expansion of infrastructure and access to limited and appropriate content while ensuring that simple ICT services are accessible at a reasonable price.
h. Support the governance of USAC by the presence of certified operators and industry specialists.

Security

Technological improvement and better acceptance of the electronic platform in the conveyance of services have stirred the Internet and correlated platforms from the edge to the main of considerations on the competent application of technologies. Cyber security safeguards computer systems and networks from the theft or damage of their hardware, software, or electronic data as well as from the disturbance or misdirection of the service they provide. For secure electronic communications to transpire, a setting of trust must be formed and sustained through the legal and governing apparatus. Cybercriminals around the world are frequently seeking ambiguities through which to execute illegal or illicit businesses. The Government will generate and endure a safe cyber-law setting, in addition to already existing laws.

Policy Objectives

(a) Create cyber security as a crucial objective of national security and form an adequately empowered office/agency to cover it.

(b) The new generation of national cyber security approaches is directed at motivating economic and social success while at the same time shielding cyberspace-dependent societies against cyber threats.

(c) Maintenance of the growth of new technology will lead to assessable, accessible, safe, reliable, and maintainable computing and communications systems, as well as related organization and policy tools that permit effective consumption of the new technologies.

(d) Improvement of information security values for the ICT division must be approved and applied by all government agencies and suggested as the greatest practice to private sector business.

(e) Expansion of suitable permitted and governing structures, technical resolutions, law execution schemes within which diplomatic and intelligence associated mechanisms will be called upon as suitable for the exposure and hindrance of cyber threats given the additional territorial nature of cyber threats.

(f) This policy identifies the vulnerable populations such as children require special attention to guarantee safety and develop value from cyberspace.

(g) Create the subtle corresponding act of warranting the effective qualification of cyber threats to stimulate trust and confidence to conserve the openness of the Internet as a platform for invention and new foundations of growth.

(h) Launch an eligible permitted structure and skills within the police and judicial system, associated with Kenya's constitutional provisions, legislative and governing environment, and dependable with regional and global best practices.

(i) Guarantee that Kenya does not become a sanctuary of cyber-crime.

2.2.2 Advantages and disadvantages of Technology

First, the development of technology is valuable for numerous reasons. Through all concerns surrounding the possible negative impact of technology use by young people, less time has been spent inspecting the possible positive effects; but, some possible benefits of technology use have been recognized (Straker &Pollock, 2008). In the health sector, technology can service the treatment of more sick people and thus save many lives and fight very dangerous viruses and bacteria. The development of the computer was a very significant point. Communication is therefore improved, and companies can communicate more effortlessly with foreign countries. Research is simplified. New things are revealed every day. Let's take an example when radio waves were revealed, radio broadcasts tracked suit instantly. This equivalent relates to television and electricity. If no one had revealed that electricity could be produced, then the entertainment industry wouldn't be at its present phase of growth. On the other hand, the growth of modern technology has shortcomings, for example, reliance on new technology. A person no longer needs to think. Even if the calculator is a good creation, a person no longer makes intellectual calculations and no longer works memory. The deterioration of human capital indicates an upsurge in unemployment. In some areas, devices can replace the human mind. As most technological findings intent to reduce human effort, it would suggest that more work is done by machines. This links to less work for people: the people are becoming outdated by the day, as methods become automatic and occupations are made redundant.

2.2.4 Benefits of government policies on Technology

The main aim of government policies of technology is to increase the livelihoods of Kenyans by warranting the disposal of available, well-organized, consistent, reasonable, and protected ICT services. Benefits of the policies are;

- Deliver an operative and cost-effective means for allocating health and disease prevention information to the public through E-Health services.
- Permit use of ICT in agricultural growth and recommended services to enable the sharing of data, improve national food security and authorize rural communities through E-Agriculture.
- Encourage use of ICTs in agricultural research, improvement, and invention to be more responsive to farmers' needs through E-Agriculture
- It guarantees that ICT services such as mobile, Internet, postal/courier, and broadcasting are accessible to everyone in accord with approved rules.
- It supports the introduction and growth of communication services to learning institutes, hospitals, and other institutes aiding people's needs.
- It assists the security of citizens at all levels through the improvement of appropriate laws and government guidelines. A series of rule methods are selected to form capable governing principles to create safe and dependable cyberspace.
- It increases and advances adult education, life-long learning, and both general and digital learning programmers, especially for retraining and reskilling the present workforce. Making the use of ICT part of everyday life without disregarding those that need skills in improvement.
- It stimulates and boosts the relocation of technology among Kenya and international organizations and specialists and fund the transfer of technology in aggregation with charitable investors.

2.2.5 Guiding principles of the National ICT Policy

- Constitutional Principles and Values

Support the Constitution of Kenya, respect important values of human rights, fairness, liberty, equality, public justice, and the rule of law.

- Technology and Convergence

Retain pace with revolution in technology, broadband aptitude, interconnectivity, guidelines, competition, and Invention.

- Universal Service

Universal Service with realistic and reasonable access to all electronic communication services at a reasonable cost.

- Open Access

Governing intervention should be based on open access principles to ensure exploited, well-organized, and fully support the consumption of accessible infrastructure and services, through boosting infrastructure sharing, spectrum re-farming, ideal interconnection, balanced with the need for fair returns on investment.

- Competition

Appropriate competition in appropriate markets in products, function, and geographical reach while at the same time promoting investment and innovation.

- Innovations

Boosting of invention, the attraction of investment, and advancement of the simplicity of doing business for a progressive social and economic effect through ICTs.

- Standards

Regularization of ICT products and services for value guarantee and loyalty to the national and international ethics.

- Internationalization, National Cohesion, and Integration

The preservation of global connectivity and the elevation of One Kenya shall be a key principle of electronic communications.

- Privacy and Security

The discretion and safety of somebody and assets shall be the top priority in the placement of information and communications technologies.

2.2.6 How the policies are affecting the youth

- The youth have effective access to and use of communications systems and services all over the Republic of Kenya, aiming at the rural, remote, and under-served areas.
- The customer safety policy helps the youth to know the measures to protect and educate them with different access needs which may be mostly exposed to misleading commercial practices or have complications completely understanding terms and conditions of service.
- The cyber-security policy will help the youth access assessable, obtainable, protected, reliable, and viable computing and communications systems, as well as related management and policy tools that facilitate prosperous consumption of the new technologies.
- The youth can be innovative create inventions through technology suitable to national needs, urgencies, and resources, and produce an invention culture whereby resolutions to socio-cultural and economic complications of the people, the public, and the country are acknowledged and pursued.
- Due to lack of awareness the youth are not able to use technological devices and understand the different policies put by the government thus they don't benefit.

2.3 Summary of the gap to be filled

The researcher conducted a cross-sectional survey to investigate how technology policies have affected the youth. Questionnaires were used to collect data from a suitable sample of 1000 people, inferential analysis found that technology policies have helped the youth in their day-to-day lives; it has increased knowledge and understanding of certain things but it has also affected them negatively; Psychological issues such as depression, it also reduces social interaction among people.

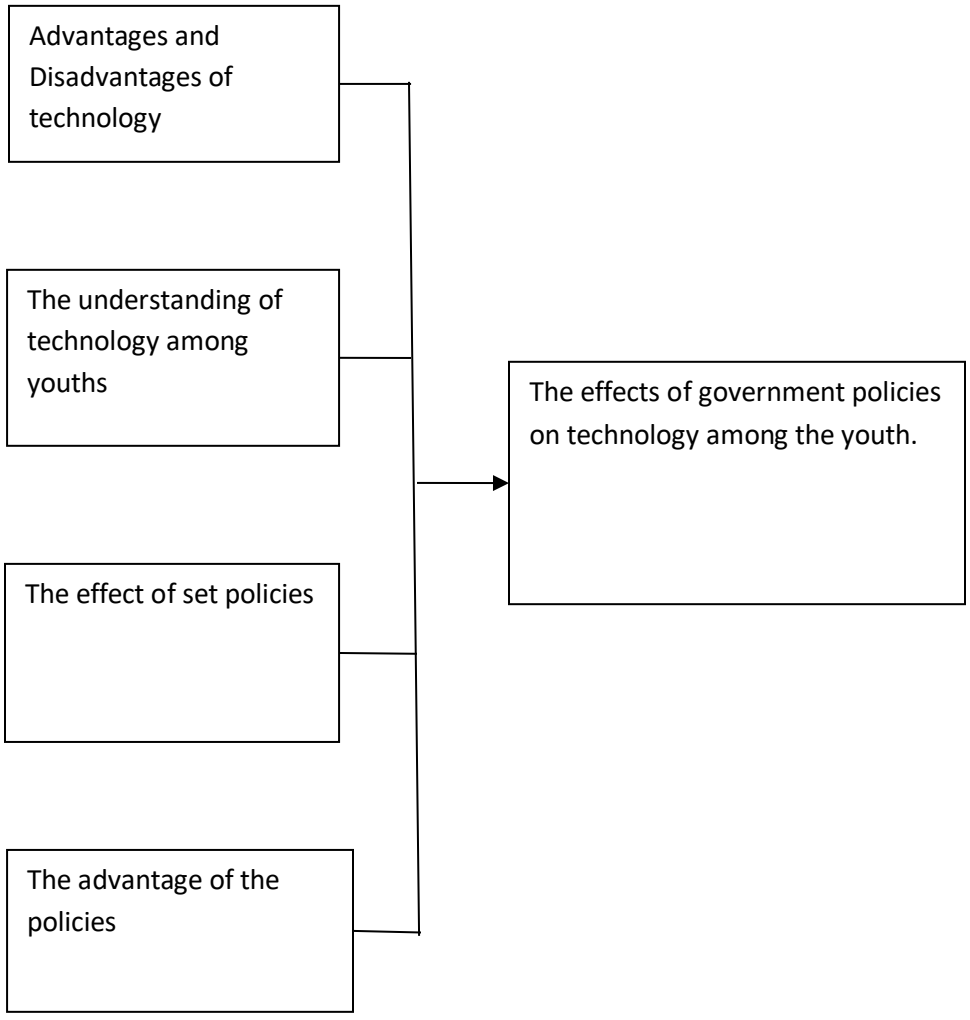
2.4 Conceptual Framework

The conceptual framework shows the link between the dependent variable and the independent variable. The framework helps in making a reader quickly see the proposed relationships.

Figure 2.1 Conceptual Framework

Independent variable **Dependent Variable**

Figure 1 conceptual framework



2.5 Chapter Summary

This Chapter has discussed the broad literature on the effects of technology, the different policies put in place by the government, and how they affect the youth with how they behave. Information on this chapter was gathered from governmental documents by the Ministry of information and communications (January 2016).

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This section displays the means and methodologies for information gathering and investigation. The particular components include; research design, target population, sample and sampling technique, instruments, pilot study, validity and reliability of instruments, data collection tool and procedure, data analysis and presentation, and ethical consideration.

3.1 Research Design

An illustrative survey design was used to aid the explanation of how technology has affected the youth, different technology policies, and how it has affected the youth. Through a descriptive survey approach, a questionnaire was used to collect information from the youth in Nairobi. The descriptive survey design was being adopted to establish, explain and predict the youth's behavior due to the effects of technology policies put in place by the government.

3.2 Target Population

Population signifies all essentials and subjects linking to the specific area of the study. The target population is identified as the gathering of entities that have the data required by the researcher and about which conclusions are to be made (Bajpai, 2011). Due to the regular patterns that characterize the effects of technology policies among the youth, the findings of the study were generalizable across all places in Nairobi. Hence, the target population of this study was a group of youth in Nairobi. The questionnaires will be distributed in South C, South B, Dandora, Karen, Kawangware, CBD, and Westlands.

Table 3.2 Target Population

GROUPS	Total Population	Percentage
South C	136	13.6%
South B	136	13.6%
Dandora	150	15%
Karen	136	13.6%
Kawangware	142	14.2%
CBD	200	20%
Westlands	100	10%
Total	**1000**	**100**

3.3 Sample and Sampling Technique

A sample is a representative part or a single item from a larger whole or group. The accurate sample size depends on the aim of the study, the characteristics of the population, and the levels of accuracy and assurance. According to Zikmund (2012), sample size formulas cannot be used suitably for non-probability samples, the purpose of the necessary sample size is typically a particular, natural conclusion prepared by the researcher, built on previous studies or the number of resources accessible. In this study, 100 people from the target population were selected through a stratified random sampling technique based on their home areas to represent the youth.

Table 3.3 Sample size

GROUPS	**Total Population**	**Sample size 10% Percentage**
South C	136	14
South B	136	15
Dandora	150	15
Karen	136	12
Kawangware	142	14
CBD	200	20
Westlands	100	10
Total	**1000**	**100**

3.4 Research Instruments

In this study, organized questionnaires were used to gather measurable data from 100 respondents. A questionnaire is a list of queries set for respondents 'to answer. Questionnaires are unbiased, easy to govern, and can gather information from large groups of respondents in a short time at minimal costs (leod 2018). The questionnaires were designed in plain language for easy understanding.

3.5 Pilot Testing

To boost the worth of the research findings, the research instruments were conducted in CBD where related projects were being executed. In the pilot study, a sample of 50 respondents was used. The pilot study sought to enlighten on the possibility of the study in terms of making financial arrangements, preparation, significance, and value of research instruments, effects of sample size, and other risks to plan suitable schemes for development before the actual study. The pilot study improved the feasibility and validity of data gathering devices and precisely the questionnaire.

3.5.1 Validity Test

Validity is the accuracy of a test amounting to the final state of the topic under study. The legitimacy of research instruments is recognized from the level of aptitude, representativeness of a quantity to the legitimacy of what it claims to measure. The questionnaire was made in reference to others that conducted similar/related studies for comparability of the results. The idea of understudy was gotten from the current theory to boost the hypothesis legitimacy during the argument of the results.

3.5.2 Reliability Test

It is when a researcher's method is reliable across different researchers and different projects. Though consistency importantly contributes to the legitimacy of a questionnaire, it is however not an adequate condition for the legitimacy of a questionnaire. Lack of reliability may arise from disagreement among observers or instruments of measurement such as a questionnaire or doubt of the value being measured which will perpetually affect the legitimacy of such questionnaire.

3.6 Data collection Procedure

This study was required to accurately acquire quantitative data while subjecting the certainties of the topic under investigation to the respondents using designed questionnaires. The method of data analysis was structured into five steps namely; field approvals, training of research assistants, piloting, and actual data collection, and follow-up. The next stage was the actual data gathering from project members. Each of the research assistants was provided with sequential questionnaires, copy of the authorization for sending out the questionnaires.

3.7 Data analysis and Presentation

The overall method of information inquiry was considered by review and arrangement of the research information to ease the weight and enable the use of statistical techniques. Data were evaluated using illustrative statistics such as percentages and mean. The findings were presented in tabular forms and graphical charts.

3.8 Ethical Consideration

Research integrity revolves around the correctness of the researcher's rules and principles of actions in valuing and protecting the civil rights of the study subjects such as people and organizations to develop equal respectable relationships and reliability of the results (Saunders, Lewis & Thornhill, 2009; Cooper & Schindler, 2016). The researcher intended to fulfill all authorized, ethical, and public duties beforehand, throughout, and after the study to preserve the human rights of the research subjects and other parties involved or affected by the study. Professional and academic requests or rules were adhered to in the study. The respondents were freely allowed to take part in the research procedure and discretion was held without biasness. An agreement statement form was signed by the research participant to protect privacy, the revelation of identity, Confidentiality. The consent procedure guarantees that individuals are willingly taking part in the research with full knowledge of relevant risks and benefits. In this study, the researcher complied with The Kenya Copyright Board (KCB), Intellectual Property Rights (IPPR), University permits. Research participants were willingly permitted to choose if to take part or not or even withdraw in the method of involvement. Discretion is important in any study, the identity of the research participant, permission, data, and study results were kept private in the study until the accountable individual issues the results to the public. The research participants' details were preserved and kept private unless permission to do so was approved. The investigation of data was

offered in such a way that the respondent can recognize themselves yet the reader cannot. Anonymity entails that the researcher/readers of the final research report cannot recognize a given reply with a particular respondent. Anonymity guarantees that subjects are protected from law enforcement or other authorities who may have an interest in identifying and tracking such individuals in the future, the researcher created a sense of safety to the respondents which are essential when extracting profound information on presentation otherwise they would fear that the information they give would be used to reveal their faults in case of non-performance.

3.9 Chapter Summary

This chapter discussed the strategies, the analysis, and procedures of data gathering in the study to observe the effects of technology policies among the youth in Nairobi County.

CHAPTER FOUR

RESEARCH FINDINGS AND DISCUSSIONS

4.0 Introduction

This section presents the research findings based on the study goals. Précised findings are presented in tables and illustrated figures.

4.1 Presentation of Research Findings

The research findings were presented on tables and figures

4.1.1 Response Rate

This study targeted 1000 respondents from the people living in Nairobi County. From the study 800 out of 1000 sample was filled by respondents and returned questionnaires with a response rate of 80% as per Table 4.1 and Figure 4.1 show the return rate of the questionnaires.

Table 4.1.1 Response Rate

Category	**Frequency**	**Percentage**
Responded	800	80
Did not respond	200	20
Total	**1000**	**100**

Figure 4.1.1 Response Rate

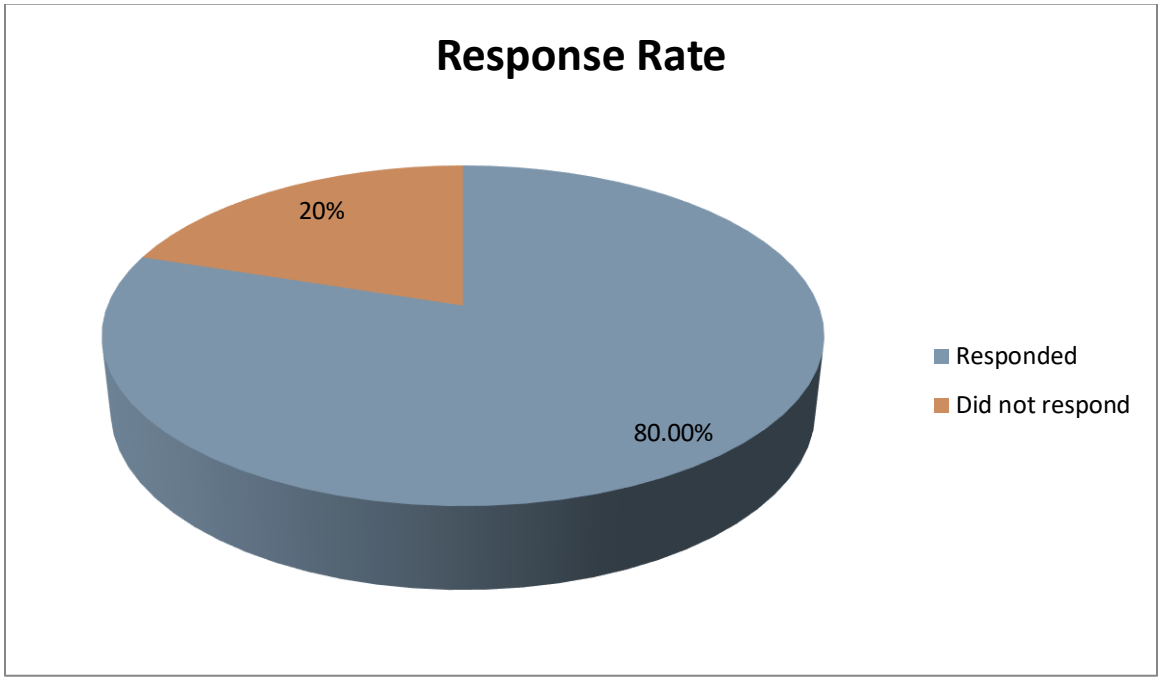


Table 4.1.1 and figure 4.1.1 present the return rate of the questionnaires.

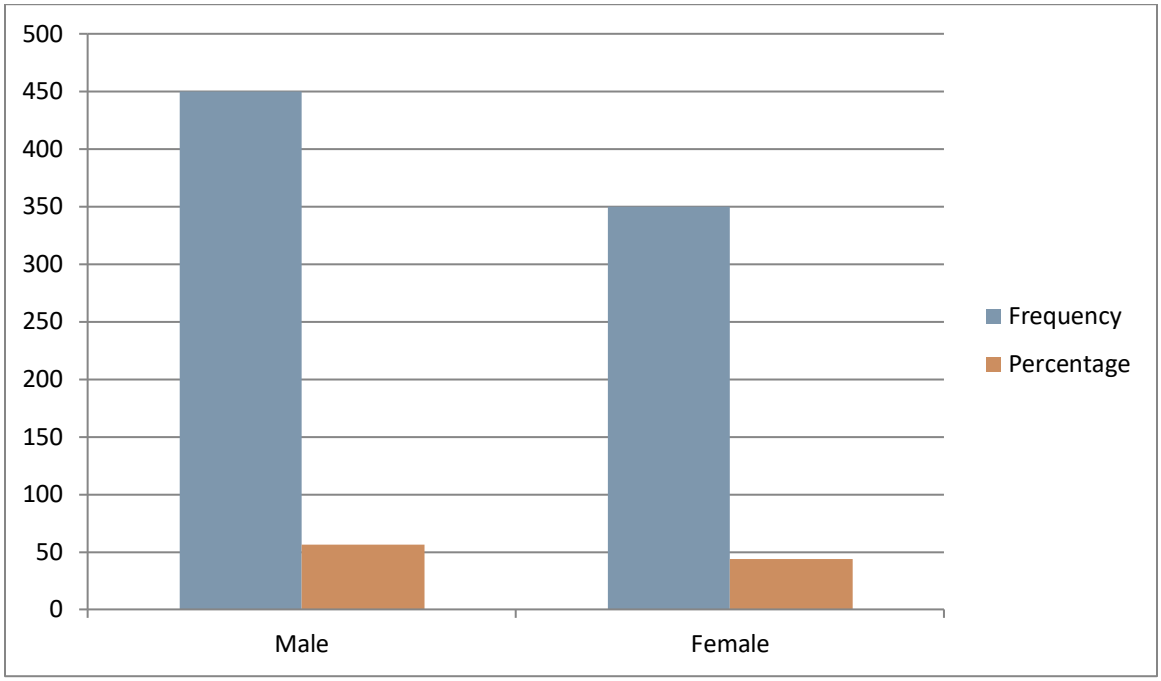
4.1.2 Gender of the Respondents

The study wanted to identify the gender of the respondents. The results showed that the majority of the respondents were male which was represented by 56.25% of the total response rate while 43.75% of the respondents were female. These results are demonstrated in Table 4.1.2 and figure 4.1.2

Table 4.1.2 Gender Respondents

Category	**Frequency**	**Percentage**
Male	450	56.25
Female	350	43.75
Total	**800**	**100**

Figure 4.1.2 Gender of respondents



4.1.3 Demographic characteristics of respondents

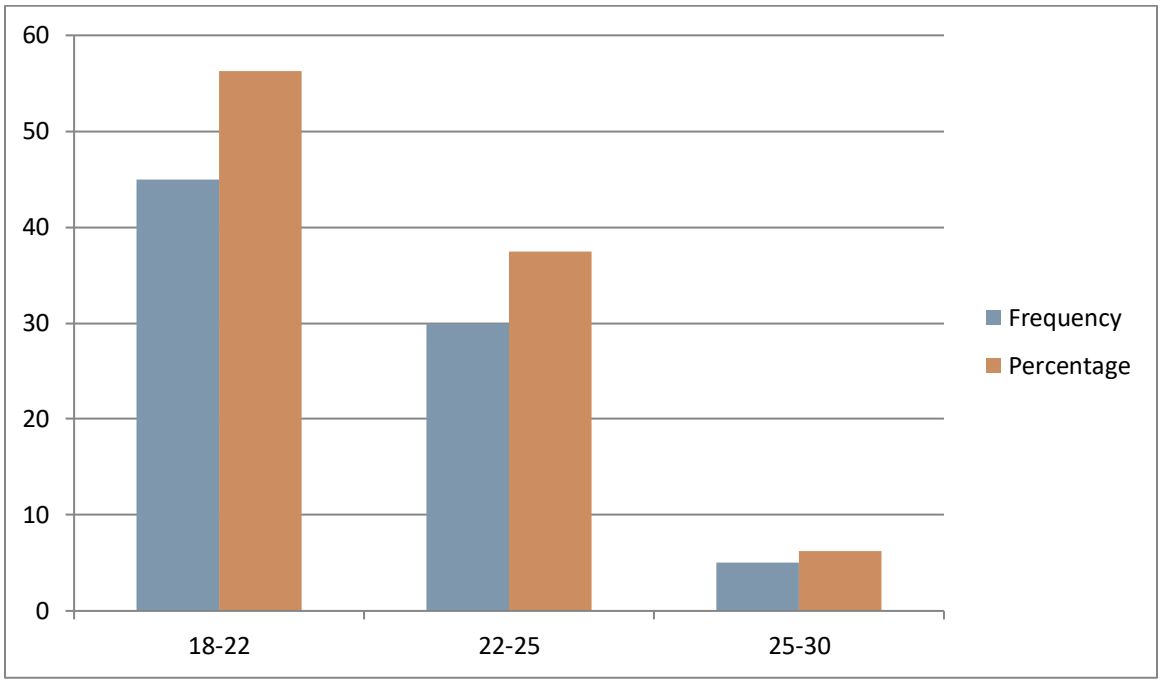
Age of the Respondents

The study wanted to discover the ages of the respondents. The outcomes showed the respondents aged 18-22 were 50%, 22-25 31.25%, above 25 18.75% of the total respondents. The results are demonstrated in table 4.1.3 and figure 4.1.3 below. majority of the respondents' age between 18-25 years.

Table 4.1.3: Age of Respondents

Age Category	Frequency	Percentage
18-22	400	50%
22-25	250	31.25
Above 25	150	18.75
Total	**800**	**100**

Figure 4.1.3 Ages of Respondents



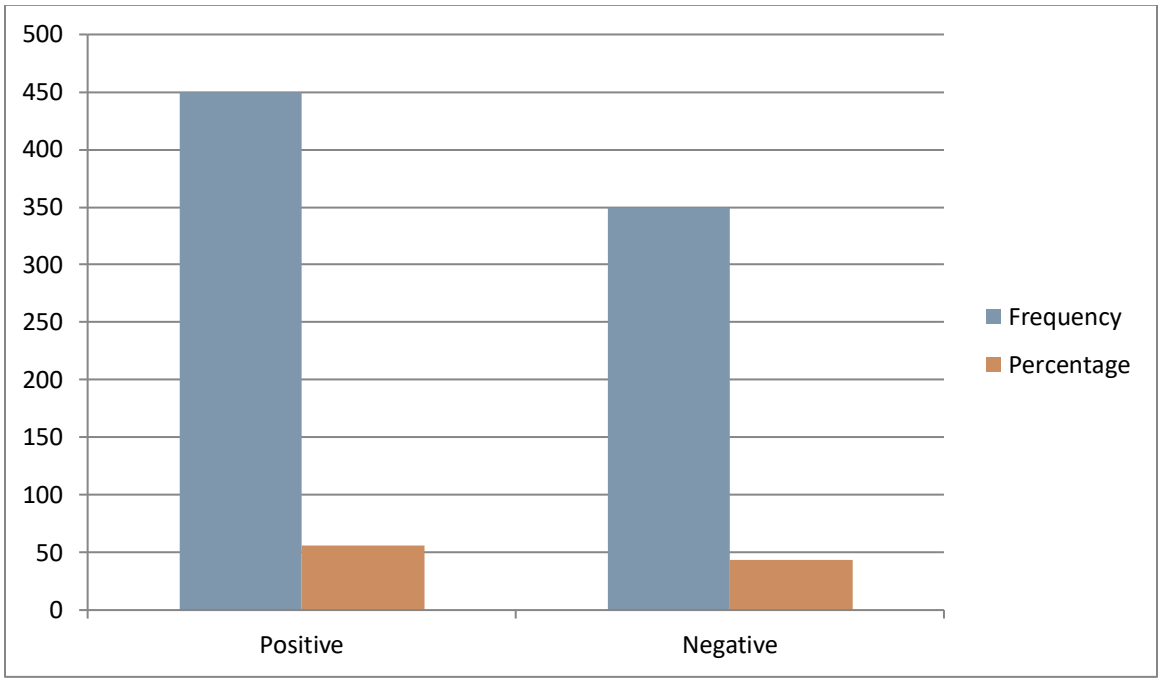
4.1.4 Positive and Negative effects of Technology.

These sought to find out how technology has affected the youth. The results showed the majority of respondents were affected positively by 56.25% and those who were affected negatively were 43.75%. This is illustrated in Table 4.1.4 and Figure 4.1.4

Table 4.1.4: Positive and negative effects of technology

Category	**Frequency**	**Percentage**
Positive	450	56.25
Negative	350	43.25
Total	**800**	**100**

Figure 4.1.4: Positive and Negative effects of Technology



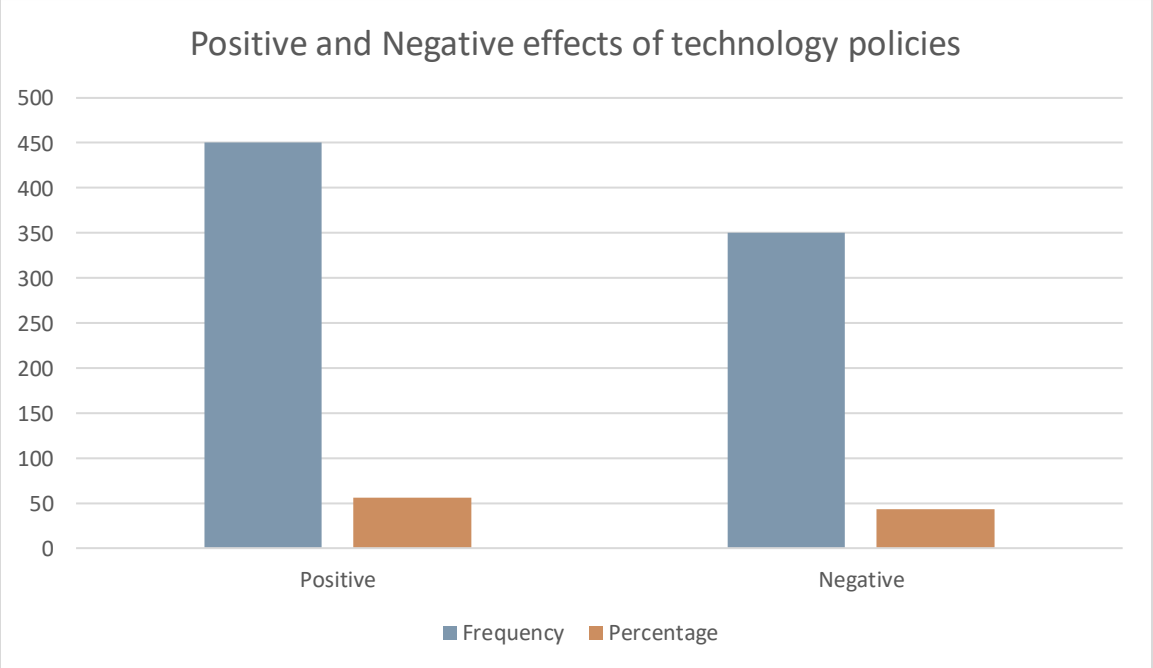
4.1.5 Positive and negative effects of technology policies.

These sought to find out how technology policies have affected the youth. The results showed the majority of respondents were affected positively by 56.25% and those who were affected negatively were 43.75%. This is illustrated in Table 4.1.5 and Figure 4.1.5

Table 4.1.5 Positive and negative effects of technology policies.

Category	**Frequency**	**Percentage**
Positive	450	56.25
Negative	350	43.75
Total	**800**	**100**

Figure 4.1.5 Positive and negative effects of technology Policies



4.2 Limitations of the study

Data collection during the study was hectic because most of the respondents were found to be busy with work and school. It was also hard to convince the respondents of their confidentiality during the process. There was limited access to information on this study. There was a time limit; between schoolwork and work, it was hard to manage my time.

4.3 Chapter Summary

This chapter has represented the research findings and discussions. The data gathered from questionnaires were evaluated, interpreted, and discussed in the general structure of research goals. This chapter has specifically discussed the response rate, positive and negative effects of technology, positive and negative effects of technology policies. age of respondents and gender.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.0 Introduction

This section talks about the research questions as per the study objectives. Therefore, the findings from the data analysis were summarized, and a conclusion was made.

5.1. Summary of Research Findings

5.1.1 To what extent has technology influenced the behavior of the Youth in Nairobi County?

According to the article "Study Links Mobile Device Addiction to Depression and Anxiety," "People who self-described as having addictive-style behaviors towards the internet and cellphones scored much higher on depression and anxiety scales. Studies have shown that the increase of technology has led to a decrease in daily reading thus the youth are not challenged to think critically because everything is simplified for them on the internet. Technology has made face-to-face interactions less, people often use the phone, laptops to communicate which leads to people having no real connection. Technology has led to cyberbullying; people are being bullied via the internet which leads to depression, suicides, and low self-esteem (Kiesler, S., Landmark, v., Zdaniuk, B., kraut, R.E. (2000). Troubles with the internet. The dynamics of help at home). Apart from the negatives: Technology has helped the youth to learn new things and acquire knowledge, it has also helped people to communicate with ease from different parts of the country even the world, Technology has also helped to promote businesses through the internet and also help provide business opportunities. Technology is a very good tool if used for the right reasons.

5.1.2 To what extent have technology policies affected the youth in Nairobi County?

The government policies have upgraded the livelihoods of Kenyans by warranting the readiness of measurable, effective, dependable, reasonable, and protected ICT services. The youth have effective access to and use of communications systems and services in the Republic of Kenya, concentrating on rural, remote, and under-served areas. The consumer protection policy helps the youth to know the measures to protect and educate them with different access needs which may be open to misleading commercial practices or have complications in fully understanding terms and conditions of service. The cyber-security policy will help the youth access quantifiable, accessible, protected, reliable, and viable computing and communications systems, as well as associated management and policy tools that enable the effective use of the new technologies. The youth can be innovative create inventions through technology suitable to national needs, urgencies, and resources, and form an invention culture whereby resolutions to socio-cultural and economic complications of the people and the country are acknowledged and pursued. Due to lack of awareness the youth are not able to use technological devices and understand the different policies put by the government thus they don't benefit.

5.2. Conclusion

This paper has studied main subjects in the creative native, millennial, and X generations related to the use of technologies by youth. This research focuses mainly on social Media and Networking, how youth engage with media, and technology policies put in place. Although these aspects of these new media sceneries can be helpful others are challenging. This paper has explained how the youth use technology and how the technology policies put in place by the government has affected them.

The kind of life we are currently enjoying is because of technological developments. Technology upgraded our lives and the current things are now enhanced, faster, easier, and more appropriate. Technology made innovative modifications to our lives. The development of the telephone is a significant breakthrough in technology improvement. The threat of exposure to the new media technologies, the respondents proposed addiction, the possible health problems that can develop (the eyes fatigue, spine problems, etc.), the inaccurate information on the internet, neglecting friends, families, and educational activities. Technology policies provide an immense collection of benefits to administrations in quest of implementing usage or operational guidelines. They offer an organized, consistent set of approvals for people and companies to follow when addressing a wide range of user and organizational needs. These guiding principles are developed by technology experts who have wide knowledge in the field, and the content comes from day-to-day effective interpretations about what works best in practice. Policies are formulated based on trial and error to guarantee accomplishment and they permit companies to cut to the chase when executing verified methods to apply technological standards for the business and the staff which supports it. The technology policies put in place have delivered a clear and persuasive guide to drive social, economic, cultural, and political transformation through the effective use of ICT.

5.3. Recommendation

This study recommends the following measures which will help improve the use of technology among the youth in Nairobi County;

- The government should provide the youth with access to the basic technologies that are most vital to their academic success. The maintenance of desktop computer labs, laptops, and easier access to Wi-Fi.
- The government should provide awareness for the youth and teach them the benefits of technology.
- The government should teach the youth how to use technology for the right reasons.
- The government should be able to provide the technology policies and make it easy for people to access them
- The government should ensure the youth read and understand the technology policies by teaching them.

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APPENDICES

Appendix I: Questionnaire Cover Letter

Purity Nyakwaye
DICT/3/00006/3/18
TEL: +254712314771
The Management University of Africa.
School of Management and Leadership.
P.O Box 14014-00100
Nairobi

Dear Sir/Madam

RE: REQUEST FOR RESEARCH DATA

I am a diploma student at the Management University of Africa, school of management and leadership pursuing a Diploma in Information and Communication Technology. I am working on management research on the effects of technology policies among the youth in Nairobi County, Kenya. I have identified your organization as one of the institutions from where relevant data can be obtained. The information will be treated with discretion and will be used for academic purposes only. If you have any inquiries about this project, you are free to contact me directly on the contact given above. I will appreciate your help and cooperation.

Yours faithfully,

Purity Nyakwaye

APPENDIX II

SECTION A: Social Demographics

1. What is your Age?

   18-22 [] 22-25 []

   25-30[] Above 30[]

2. What is your gender?

   Male [] Female []

3. What is your highest level of education?

   Degree [] Diploma []

   High school [] Primary []

4. How have technology policies affected you?

   Negatively [] Positively [] Both []

SECTION B: Technology

5. Do you have any technological devices?

   Yes [] No []

6. How often do you use technology?

   Regularly [] Rarely [] Never []

7. How do you feel about technology policies?

   1=disagree totally 2=disagree 3=neutral 4=agree 5=agree totally

Attitude towards technology policies	**1**	**2**	**3**	**4**	**5**
I enjoy using technology					
Technology policies have affected me negatively					
I understand the technology policies					
I know technology policies can help me					
The youth should know about technology policies					
Technology policies have helped access media with ease					
Technology policies have affected me positively					