

**ICT STRATEGIC USE AND ITS PERFORMANCE AT THE HUDUMA CENTRE
IN MACHAKOS COUNTY**

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REQUIREMENT FOR THE AWARD OF DIPLOMA IN ICT OF THE
MANAGEMENT UNIVERSITY OF AFRICA**

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DECLARATION

Declaration by the student

This study is completely original with no previous submissions to universities or other organizations for awards. Without the authors' or Management University of Africa's authorization, no portion of this study may be duplicated.

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This proposal/project has been submitted for examination with my approval as University Supervisor.

Signature.....Date.....

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DEDICATION

Myself, I be appreciative to the All-Powerful God for giving me the stamina to complete my task and the grace to achieve my goals. I want to express my gratitude to my family for their unwavering support, prayers, and prodding as I strive to achieve my objectives.

ACKNOWLEDGEMENT

I would want to thank each lecturer at the Management University of Africa for their unwavering commitment to mentoring me while I developed this study, and to Mr. Jefferson Maingi, I pass my gratitude and appreciate the devotion you have shown all through in guiding me during the development of this study.

ABSTRACT

ICT integration and (by extension) how it supports an organization's vision, mission, and goals are determined by its IT strategy. In order to ascertain the degree to (SHOULD BE "WITH WHICH") which ICT supported decision-making on performance and to ascertain (NEED ONLY "AND") its consequences on performance, this study examined Information Communication Technology as a strategy, implementation's performance of Huduma Centre Machakos County. Three theories—the Resource-Based View Theory (RBVT), the Acceptance Model (TAM), and the Knowledge-Based Theory (KBT)—were utilized to lead this investigation. A systematic random sampling technique was applied; to choose 55 employees who were chosen for the study. The acquired data was coded, cleansed, and subjected to descriptive theory analysis. This study discovered that communication plans and ICT governance, ICT infrastructure, and decision-making had favorable effects on. (Should probably be: "this study discovered that communication plans and ICT governance, infrastructure and decision making had favorable effects." Alternatively "this study discovered what communication plans and ICT governance, infrastructure and decision making had favorable effects on.") Also, need to know the result of your findings.

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LIST OF ABBREVIATIONS

ICT	Information Communication Technology
TAM	Model for Accepting Technology
RBVT	Theory-Based on Resources
KBT	Understanding-Based Theory

CHAPTER ONE

INTRODUCTION

1.0 Introduction

The performance of the Huduma Centre in Machakos County and the implementation of the 16 strategic use of ICT were the topics of this chapter. The chapter concentrated on the study's background, problem statement, research topics, and significance of the study, study objectives, and study scope

1.1 Background of the study

ICT is listed under the vision 2030's economic development. It is a major instrument in Kenya's knowledge-based economy, which emphasizes innovation, adaptability, and adaptation as the key to economic progress. The government currently uses information and communication technology as one of its tools for providing high-quality services to its residents. The only way for businesses to achieve their short- and long-term objectives is to translate their strategic intentions into action.

The study will show that the Huduma Centers leverage ICT data for enhanced service delivery. Technologies created to access, process, and transfer information make up ICT, according to Garson 2016. The study's objective was to pinpoint the elements with service delivery and how Huduma Centre is strategically used, with a particular emphasis on Machakos County. Internet access and IT-enabled services have continued to boost the country's GDP, the government's involvement in the growth of the digital economy characterized by Kumar and Best (2006) as the application of information and communication technology to improve operations and service delivery in the public sector. ICT has been widely used in public sectors to enhance its services delivery processes. Information Communication Technology has been utilized to reinforce and improve government performance, creating new avenues for the public to access official information and increasing government accountability to the people. The use of ICT is a vital component in the modernization of the Kenyan government since it gives users access to speedier communication, effective data processing, storage, retrieval, and interchange. There are various e-government benefits to citizens as identified by Misra (2006), which include, service around the clock, economical to use, fast and efficient service deliveries. In provision of public services and administration by public bodies, e-government delivery models have been developed as they show

various levels of interaction that exist between governments, which includes; Government to government(G2G), Governments to Citizens (G2C) and nonprofit organizations. In an effort to advance efficient coordination, ICT is increasingly being used to supply public services as part of government systems that is being highlighted. The ability to increase access to information communication is often viewed as information and communication technology's value.

In (2016), Nyanga disclosed that in public sectors, Service delivery results immediately from inputs like effective supply and procurement channels entering the Huduma Centre. According to Hughes (2011) government since contemporary research on the delivery of services in the technologically innovative environment leads to invention and creativity, it is necessary that public services be provided in new, better, and less expensive ways... The success of the Huduma Centers is adding propulsion to Creating a people-centered, transparent, and responsible public service that meets public needs is a goal of the vision 2030. To better meet demand and enhance public service delivery in Kenya for quick and effective service delivery, the government established the Huduma Centres.

1.2 Statement of the Problem

Statistics indicate that, creating an integrated service provision system that spans levels of government across the countries is truly a transformative agenda that requires a holistic approach. The result of ICT application by any government ministries, agencies or departments depends largely on the level of investments put into ICT. Malteson (2009) concluded that for ICTs to be considered accessible, they should be allowed access to all users and be compatible with assistive devices and technologies that PWD may use. The extent of ICTs will determine how they are used in public service delivery by a particular government or community. Although there have been too many problems in the operational, personnel, planning, economic and the implementation stages in developing regions. ICT has been accredited as a tool that performs an important function in the lives of a persons with disabilities as a greed by Osman (2015). Moreover, severe lack of-in house IT expertise to solve even minor problems in the provision of electronics services and standardizing programs across the board is a serious issue that crops up different programs.

The results of ROK 2014 showed that, despite the government's efforts to improve the way public services are provided through Huduma Centers, the concept of excellent service delivery has yet to live up to citizens' expectations. Nevertheless, the failures have not stopped most government in developing countries from progressively turning to ICT. Huduma Centers have been the subject of numerous studies, but few of them concentrated on how the effective use of ICT affected performance. Hacker & Saxton 2007 focuses on the strategic use of IT by non-profit organizations to increase their potential. Nyanga (2016) discloses that in public sectors, services Delivery to citizens is a direct result of inputs like effective procurement. The results demonstrate how the deployment of ICT has significantly altered public sector operations and improved service delivery. Studies have examined the impact that the strategic use of Information Technology has on Huduma Centre after describing the benefits of ICT uses in various public sectors. Machakos County must be according to the findings.

To what end of the researcher is to narrow the deficit. Huduma Centres should dtrive to have a valuable workforce that provides services to its clients in a uniform and equitable manner.

1.3 Objectives of the Study

1.3.1 General objective

Main design was to look at effectively how Information Communication Technology was being used in the public sector at Huduma Centre in Machakos County to deliver services.

1.3.2 Specific objectives

- i To gauge how well GPO Huduma Centers' ICT services are received by users.
- ii To investigate how people receive government services at Huduma Centres using ICT platforms in the public sector.
- iii To evaluate how well ICT is being used in the public sector to access government services at Huduma Centers.

1.4 Research Questions

1. How well does Huduma Center's ICT usage do when it comes to using it to obtain government services?

- i Evaluate the effectiveness of change making at the Machakos Huduma Centre?
- ii How appropriate are the government's IT solutions provided within Machakos Public sector.

1.5 Significance of the Study

1.5.1 Research and Academicians

The results of this study might be used by students as inspiration for their literature review ideas on its investments.

1.5.2 ICT industry

ICT industry would profit by utilizing the study's conclusions concerning the ICT in accessing government services in Huduma Center. Information will support business decision-makers in their consideration of the services' accessibility of using ICT

1.5.3 Government

The government would profit from the study's findings since they have an impact on how responsive, efficient, and effective governance procedures are in the government.

1.5.4 Citizens

This would be the second main use of the study's findings, assisting the public in providing the input required for enhancing the services provided.

1.6 Scope of Study

Design of the study is to identify ICT's strategic use and its performance in Huduma Centre Machakos county and targeted users for service deliveries. The study utilized qualitative approach. The study confined at the environment and ICT facilities available at the Centre and related accessibility issues (system among others. The investigation was conducted from July September 2023.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

The present section reviews most recent research at how organizations perform when using ICT strategically. The review is founded on earlier studies. Defining exert influence of strategic utilize of ICT on performance and to give the framework that the study wants to address, the review is crucial for identifying theories that support this study.

2.1 Theoretical Literature Review

This section's theory stipulates the strategic use of ICT and its performance in organizations. Technology Diffusion Theory and Resource Based View Theory serve as the foundation for the study. This section aims to clarify such theories' understanding by presenting their fundamental ideas

2.1.1 Theory of resource-based views (RBVT)

Resources are both actual and intangible assets that a company owns as of 1980. Examples include machinery, skilled personnel, and technological expertise. This idea offers a crucial framework for enhancing a firm's performance. The capacity of this theory to generate reliable predictions is constrained. (2001's) "Butter and Prime" Information technology is seen as an important business resource that can improve an organization's capabilities and improve performance Liang, (2009). As a result, the resource-based perspective theory continues to be the most important theory for ICT business value. (2016)Rodrigues and Oliveira).

As per the Resource-Based perspective hypothesis, a business's resources are what ultimately determine how well it performs and could give it a long-term competitive edge. As a result, resource-based theory gives an organization's dynamic capabilities approach a foundation.

2.1.2 Technology Diffusion Theory (TDT)

The theory of diffusion aims which describes the ways, reasons, and rates at which new concepts and technology spread. (1962), Rorgers outlines how an idea or product gradually obtains traction, which encompasses over a particular demographic or social

system. Diffusion is essentially an innovation process that people adopt and accept. The customer experience for retailers is continuously improved through study of data-driven the internet of things, artificial intelligence, and machine learning Diffusion is as important as innovation.

In this study, a supply-demand interaction model for the technological diffusion process is developed. Dissemination is therefore becoming more and more popular as a reference theory for empirical research of information technology adoption and dissemination, despite the fact that no thorough analysis of this body of work has yet been published. A framework is created to direct future research in IT diffusion based on traditional diffusion theory and other conceptual work. Factors that have an impact on adoption and diffusion are discovered for each adoption scenario. According to Angela (2015), adoption and diffusion are perhaps more crucial for new product creation than inventive characteristics because that is where the action is. As a result, any innovation that does not include diffusion is certain to fail, even if the product itself is excellent.

2.2 Empirical Literature Review

In this part, studies conducted by other researchers that are connected to the current investigation are shown, along with a detailed relationship between each study's variable and each other's study's variable. Based on Huduma Centres, their methods, and the effects they have regarding the delivery of public services, the bookwork is conducted in examining the association in the middle of its strategic use of information and its administration of organizations. The goals have been examined and thoroughly defined, taking into account how they apply locally, regionally, globally, and internationally.

2.2.1 E-government and service delivery.

All government eventualities might be handled by online Public sector. Government for government, government to citizen, and government to business Brynard, 2002. According to Kitaw (2006), the adoption of E-government has been successful because of the utilization of Information Communication Technology (ICT), which Kitaw (2006) attributes directly to the use of technology to improve business operations and service delivery in the public sector. The ICT infrastructure for an e-government

involves technologies with network readiness at the beginning, including application servers, hardware resources, software operating system, and data Centres. According to the IBM study on ICT infrastructure 2001. In addition to these, there are other social issues such as communication difficulties, poor IT literacy, inaccessibility of government websites, and lack of public awareness. (2016) K.P. Gupta et al. United Nations

services worries about the digital divide and security include strategy and planning system Development, system maintenance, service and user support. The provision of services by government agencies has drawn attention from the external and internal environments and continues to do so. A number of elements, including hiring practices, training programmes, and system culture, affect how well services are delivered. Burdhiraja, 2005. Resources, organizational settings, and information technology all depend on having access to ICT and a trained workforce with strong learning capabilities. Information technology skills are technical skills required to execute e-government, according to Adegboyega, Tomasz, Elsa, and Irshad (2007). West (2004) clarifies that for e-government service delivery to be effective; we look at the sort of online services given.

These could include technical abilities for IT specialists to design and implement technical 15 elements; software, hardware, and basic IT literacy for all employees. IT expertise may include tactic.

2.2.2 Strategy and organizations

It is impossible to adequately convey the role strategy plays in organizations in one. The significance of strategy in organizations has become clear with the evolution of strategy and the growth in knowledge and understanding of strategy. Therefore, strategy is the art of commanding an army in its original sense. By employing their resources to outperform rivals in providing value to customers, organizations can gain a competitive advantage. At this level, the strategy focuses on overseeing the many business divisions that make up the organization and obtaining funding to distribute. Because of the dynamic nature of the environment in which organizations operate, the value of strategy becomes clear. Because strategy serves as a communication tool, it helps members of the organization coordinate their actions.

2.2.3 Information Communication Technology.

The use of ICT in modern society has been undervalued as a vehicle for positive change and is thought to have the potential to improve government, accountability, transparency, and public expenditure management. Its use continued to grow rapidly in the following years revolutionizing the way people work and digitally transforming the way people communicate. The continual growth of information technology has several effects on organizations, among others. Using IT strategically is one of the main ways that a company can acquire a competitive advantage for good business performance, according to Nordin 1998.

With the aim of increasing government accountability and transparency while also delivering timely services, many nations have started on programs to implement e¹ - government initiatives. The world and many countries have undergone a paradigm shift because of the ICT industry's rapid growth. The information services sector's enormous rise because of ICT's quick advancements has fundamentally changed the economic and social landscape. Electronic service delivery is a viable option because ICT is appropriate for both developed and developing nations. Internet use could improve governmental services and give people access to cutting-edge knowledge.

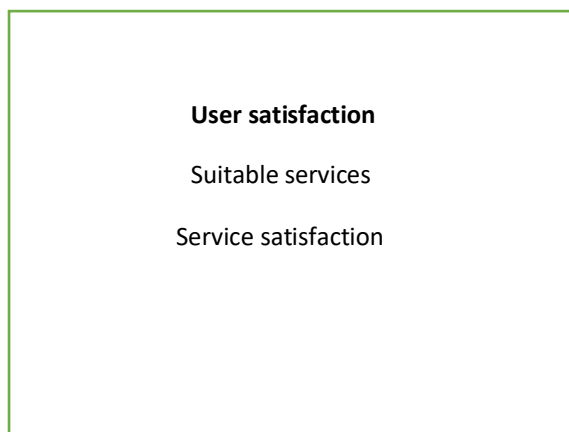
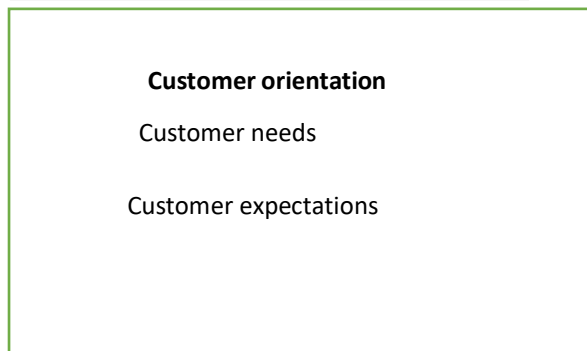
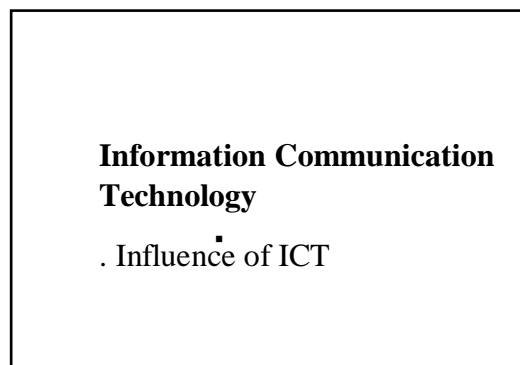
2.3 Summary and Research Gaps.

Information Communication Technology are potentially capable of transforming the way in which Kenyan public service are delivered and also be used to enhance dominate process, cut cost of operation In several nations, public sector reforms have benefited greatly from ICT. It alters how the government carries out its duties and boosts the effectiveness of public sector organizations. With the aim of increasing government accountability and transparency while also delivering timely services, many nations have started on programs to implement e¹ -government initiatives. The world and many countries have undergone a paradigm shift because of the ICT industry's rapid growth. The information services sector's enormous rise because of ICT's quick advancements has fundamentally changed the economic and social landscape. Electronic service delivery is a viable option public sectors. In order to measure a service's overall effect on customer satisfaction, it is necessary to take the complete offering into account. Studies' unfilled research gaps are not addressed.

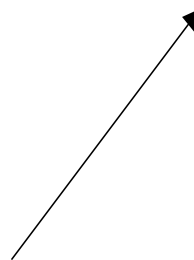
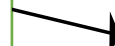
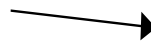
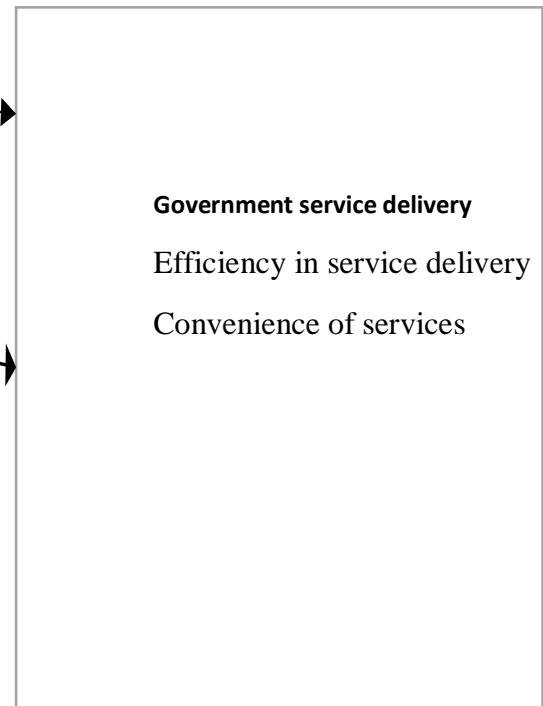
2.4 Conceptual Framework

Diagrammatic representation of the dependent and independent variables or a schematic illustration of the companionship between the variables make up a conceptual framework.

Independent variables



Dependent variables



2.4.1 Information communication Technology

There are many different technological resources and tools used in information communication technology (ICT) to transmit, save, produce, share, and exchange information. ICT has increased many people's expectations of the public sector. Modern ICT is merely a tool. Rapid technological development in the ICT sector, including transmission technologies, cloud and virtual environments, security platforms, web technologies, scale infrastructure, and virtual payment platforms, has made it possible for delivery of public system and resources to the vast majority of users in an effective, efficient, and secure manner. These platforms are scalable, have multiple points of presence, and guarantee confidentiality in the delivery of public services. The vision to transform public service delivery is currently being implemented in two broad phases, namely, Huduma centres and another phase involves re-engineering, automation, integration and rollout of digital services.

With the aim of increasing government accountability and transparency while also delivering timely services, many nations have started on programs to implement e1 - government initiatives. The world and many countries have undergone a paradigm shift because of the ICT industry's rapid growth. The information services sector's enormous rise because of ICT's quick advancements has fundamentally changed the economic and social landscape. Electronic service delivery is a viable option ICT-driven developments in information systems make it possible to provide information that aids individuals and their organizations in making decisions and carrying out tasks more effectively and efficiently.

ICT's efforts in this area have all enhanced the customer experience and raised user's satisfaction. Its adoption should satisfy a number of requirements, including suiting user demands and other activity objectives. Advanced ICT expertise is necessary to avoid costly errors and to take advantage of service improvement opportunities. The increase rise of development of ICT has added ongoing shift in many government sectors and throughout the world. An ICT system is necessary for the efficiency and influence of

E-Government. With the aim of increasing government accountability and transparency while also delivering timely services, many nations have started on

programs to implement e1 -government initiatives. The world and many countries have undergone a paradigm shift because of the ICT industry's rapid growth. The information services sector's enormous rise because of ICT's quick advancements has fundamentally changed the economic and social landscape. Electronic service delivery is a viable option

2.4.2 Customer Orientation

The existing research investigates whether and how Information Communication Technology is linked to a firm's ability to fulfil customer needs. The development of a market orientation has been argued to be crucial by academics, and several have shown a favorable correlation

With the aim of increasing government accountability and transparency while also delivering timely services, many nations have started on programs to implement e1 -government initiatives. The world and many countries have undergone a paradigm shift because of the ICT industry's rapid growth. The information services sector's enormous rise because 8 of ICT's quick advancements has fundamentally changed the economic and social landscape. Electronic service delivery is a viable option between it and the success of businesses in both developed and developing countries. Customers are being prioritized as the Centre of an organization in this approach. Forming the right understanding of clients' demands. Three questions from Naver and Slater's 1990 survey were used to gauge customer orientation. Trust and commitment have an impact on consumer orientation. Customers can continue to communicate via texts, emails, social media, and other channels with the aid of ICT. Customers are given the choice to select the communication method that best suits their needs. Customers are given the option to decide whatever kind of communication best meets their needs. Due of this accessibility, customers receive answers to their inquiries more rapidly since they are not obliged to be physically present in the store.

2.4.3 User satisfaction

For two key reasons, modern business depends on consumer pleasure. Rosenberg and Czepie's (2017) profitability and revenues are impacted favorably by customer satisfaction. The views of both IT units and users can be used to analyze the effects of relational capital on IT user satisfaction.

One of the keys to a successful business has been the ability to satisfy customers. Satisfaction is defined as a broad evaluation based on the entire process of purchasing and using the good or services throughout time and influence of e-government. To increase customer happiness, public sectors are adopting ICT tools more frequently in their internal procedures. Indicators that are very satisfied, meet expectations, and function well can be used to measure customer contentment.

We advance the theoretical understanding of user satisfaction by re-conceiving IT service delivery as a bilateral, relational process between the IT staff and users in response to the knowledge-intensive and collaborative nature of IT service delivery in contemporary business and the public sectors. Existing research has long regarded service quality as a key factor in determining how well information technology services are delivered to users. Based on this reconceptualization, we evaluate user satisfaction's antecedents using the social capital theory. Service quality has long been regarded as a crucial factor in determining how

Well customers receive Information and Communication Technology services. The loyalty of customers is increased through providing high-quality services. A happy customer increases revenue and bodes well for the institution's future. "Satisfaction, is defined as a pleasurable fulfilment".

CHAPTER THREE

DESIGN AND METHODS OF RESEARCH

3.0 Introduction

The research methodology and techniques utilized to carry out the bookwork was covered in this research. The bookwork design, the tools used to gather data, and the skills utilized to analyse data acquired are all described.

3.1 Research Design

A case study is a good option, according to Mugenda & Mugenda in (2003), if the emphasis is on the depth rather than the breadth of the study. To build a profile of a phenomenon, descriptive research aims to understand how, who, and where it occurs. The research design was selected because it could produce a phenomenon profile. The Huduma Centre in Machakos County was utilized as a case study in the study to examine the strategic use of information technology and its effectiveness. ³ The goal of this study was to describe the performance of ICT when used strategically and to highlight how it affects the Huduma Centre as a research-based public sector. In light of this, a descriptive research design.

3.2 Target Population

According to Burns and Grove (1997), the target population is the total group of respondents who satisfy the predetermined set of criteria. This study concentrated on using e-government services at Huduma Centres since the results must accurately reflect how accessible these services are. There could be an endless or finite population. A countable number of sample units make up a finite population, such as all of the customers who registered in a particular constituency during a given year. On the other hand, an infinite population is made up of an infinite number of sample units, such as an infinite number of daily consumers who register. The Huduma Centre in Machakos County served as the study's base for its consumer and employee population.

3.3 Sample and Sampling Technique

For this investigation, a sampling frame was obtained from the Machakos Huduma Centre. A sampling frame, according to Cooper and Schindler (2014), is a collection of units from which a sample of interest is drawn.

3.3.1 Sampling Technique

Since the researcher intended to sample and gather data from every employee working at the Huduma Centre as well as individuals receiving government services, this technique utilized a simple random sampling technique. Consequently, a sampling technique is a "system used by a researcher to ensure that various study components, which may be homogeneous or heterogeneous, are all included in the final sample selected."

3.4 Collection Tools for Data

3.4 .1 Questionnaires

A Questionnaire, according to Kothari 2003, is a tool used to elicit, record and gather data. Primary data was gathered for the study by giving out questionnaires to participants. The respondents have to choose a choice based on the structure of the inquiry. A questionnaire is used because it enables the most logical and accurate data collection Myres, 2013. Each individual responder individually responded to a questionnaire.

3.5 Pilot study

A pilot study is a small-scale research project carried out prior to the final full-scale project that enables the researchers to assess research methodologies, particularly research instruments, with the goal of increasing the reliability and diversity of data to be gathered from the main study. The study sought to evaluate ICT strategies and applications in public sectors. The study aims to develop instruments for data collection, performance, and empirically investigate how the current workflow process of ICT in public sectors functions. The study's pilot phase enables preliminary understanding of the phenomenon being investigated. (2016 Mutz and Muller). The preliminary analysis of this study

3.5.1 Validity

To make sure the research instrument is adequate for the study, a pilot test was conducted using 10% of the respondents. According to Mugenda & Mugenda (2003), validity refers to whether the idea accurately measures the intended concept. Any analysis of weaknesses was done in advance of the investigation itself.

3.5.2 Reliability test

The consistency or reproducibility of your measurements defines dependability in this context. Reliability and measurement quality are related. The reliability of the study instrument was assessed using a The Cronbach alpha value of 0.9 and higher. Pilot tests are carried out to ascertain the dependability of the research tools. An "independent sample," which is a sample that is not included in the final sample but has 39 the same characteristics as the study sample, is given the instruments. The data gathered is used to estimate the instrument's reliability. The questionnaire was regarded as trustworthy. (2003; George and Mallery). The Cronbach alpha was thought to.

3.6 Data Collection Procedure

3.6.1 Data gathering

According to study by Creswell (2018), "data collection" is the process through which the researcher gathers information from respondents in order to meet research questions or objectives. A questionnaire is a type of data collections instruments that consists of a series of inquiries intended to elicit responses data and information. 2013 Sekaran and Bougie. Semi-structured interview questions were used in the study. In addition, secondary data from earlier studies, publications by the time and expense of information gathering, secondary data were taken into consideration in this study. At Machakos Huduma Centre, Two questionnaire were used, one was for employees and the other was for customers. In order to find relevant information and inform decision-making based on that analysis data over, purifying, and modeling that has been obtained. To obtain the pertinent data for the questionnaire-collected data were first modified. To make the tabulation process easier, the acquired data was coded and put into simple categories. This was completed and begun as soon as the data collecting process started, allowing newly discovered information to inform the ongoing data collection process. 2008 publication by Burnard, Gill, Stewart, Treasure, and Chadwick. The data was analyzed using percentages and frequency distributions. Pie charts and graphs were used in Kothari's 2004 presentation of the data, which successfully interpreted the results. Using qualitative data,

3.8 Ethical Considerations

3.8.1 Informed Approval

Describes a scenario in which all possible participants receive and comprehend all the information necessary to make a participation decision. Make sure to verbally explain the 32 consent form to anyone with low literacy before getting their consent to participate if you are collecting data from them. You ensure that all potential participants receive the necessary details about.

3.8.2 Voluntary participation

Participants in study are free to choose whether to participate without being forced or coerced. The study is open to participants' withdrawal at any time; they are under no obligation to continue. The ethical premise of voluntary involvement is safeguarded by numerous scientific rules of ethics. When engaging vulnerable groups find it of people who could difficult to stop the activity when they desire, extra care should be taken to ensure that there is no pressure placed on the participants

3.8.3 Confidentiality

Due to the confidentiality of the information collected from research participants, only the researchers can identify the responses of particular individuals. After receiving survey instruments with data from study participants, the researcher must take all reasonable steps to ensure that no one outside of the project can link specific subjects with their responses. This includes removing face sheets with identifiers, such as names and addresses, and assigning security codes to computerized records.

3.8.4 Privacy

The government regulates privacy operating principles to secure personal data, guarantee that data processing complies with protection rules, maintain a register of data filling systems, and disseminate information about registered data files.

3.8.5 Anonymity

Being anonymous prevents you from identifying the participants or linking their data to particular people. Data collection may not always be possible in an anonymous manner. Anonymity can only be ensured by avoiding collecting any personally identifiable information, such as names, phone numbers, email addresses, physical characteristics, photos, and videos.

CHAPTER FOUR

RESEARCH FINDINGS AND DISCUSSION

4.0 Introduction

This chapter covers the analysis of the data gathered from the various respondents and discusses it. The purpose of this study was to analyze utilization of ICT and its effectiveness in obtaining government services, as well as to identify specific goals for measuring user satisfaction with ICT services at Huduma Center. The parts that follow provide the findings.

4.1 Presentation of Research Findings

4.1.1 Reaction time

276 People made up the study's sample. 257 of them took part in the research. The overall return rate was 89.69 percent, consisting of 109 Huduma Center officials, 128 Huduma service users, and 20 ICT employees. As can be seen in Table 4.1, this was appropriate because Babbie's (2008) recommendations state that a response rate of 50% is satisfactory... **Response rate, Table 4.1**

classification	Responded	Proportion
Responding	51	86
Not responding	8	13
Total	59	99

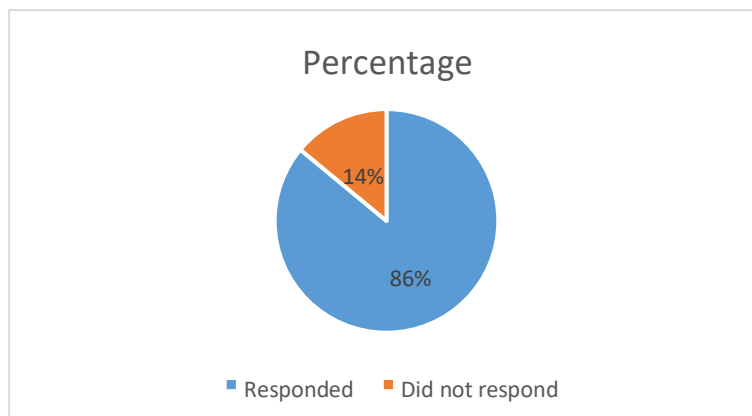


Fig. 4.1 Response percentage

As shown in Table 4.1 and picture 4.1, only 51 of the 59 questionnaires that were distributed were returned. This indicates that 86 of the respondents answered the questions, with only 14 percent not doing so. For the purposes of the analysis, a response rate of 86 percent was deemed adequate. Table 4.2: return Rate

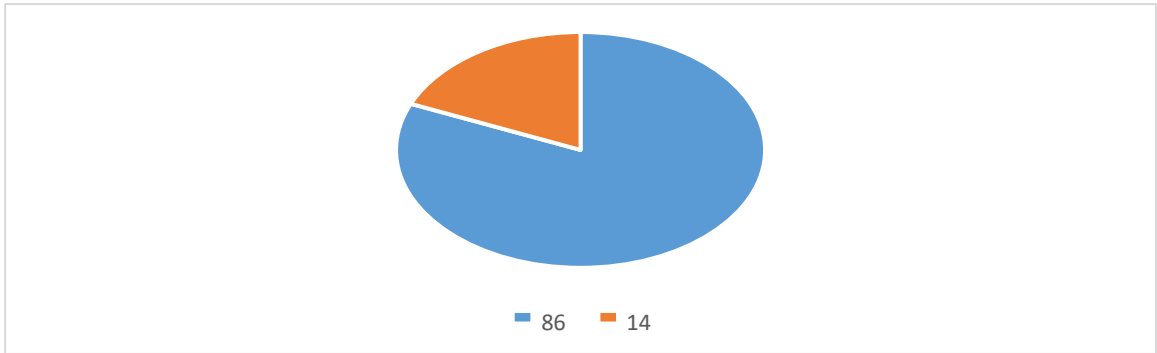
Instruments for bookwork	Handed	Pay back	Ratio of return
Official Huduma Centre	125	109	86.6%
Questionnaire for users	125	128	92.6%
Staff Questionnaire for ICT	26	20	60.1%
Total	276	257	86.6%

Table 4.2 According to Gender

Categorization	Recurrence	Ratio
Men	36	86
Women	8	13
Total	44	99

Author of Source :(2023)

Figure 4.1: Reaction by Gender



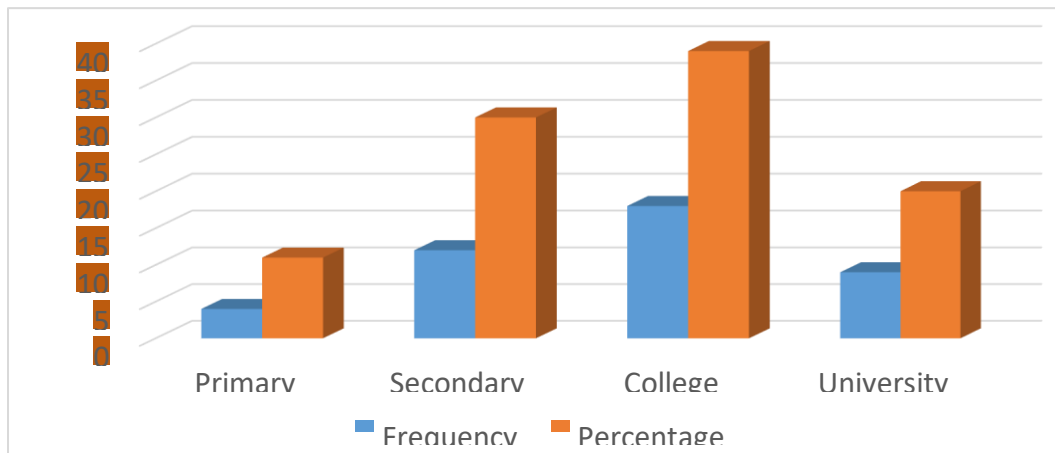
Author of Source (2023)

Table 4.1 and Figure 4.1 show that just 10% of respondents were female, although respondents as a whole accounted for 86% of the response rate. Therefore, male respondents outnumbered female responders by a large margin.

4.1.3 Higher Level of Education

Table 4.3: Higher Education Level

Categorization	Recurrence	Ratio
Primary	4	11
Secondary	12	30
College	18	39
Institution	9	20
Total	43	100

Figure 4.3: Highest Education Level**Level of Education**

(2023)

Author's Source :(2023)

Table 4.3 and Figure 4.3 showed that 20% of the population had graduated. 30% of respondents had just completed their secondary education, while 39% had completed college. Only 11% of respondents in the population had completed primary school, indicating a high level of literacy.

Categorization	Recurrence	Ratio
Under 35 years	10	27
35-40 years	23	55
40-50 years	6	15
Over 50 years	2	1
Total	42	98

Table 4.4 Displays Responses by Age Range.**Author Source: (2023)****Response According to Age Brackets, Figure 4.4**

Table 4.4 and picture 4.4 show that 27% of respondents are under the age of 35years. 55% of the population was 35 to 40 years old, 15 percent was 45 to 50 years old, and 2 percent was beyond 50. According to the study, the bulk of the respondents were between the ages of 35 and 40.

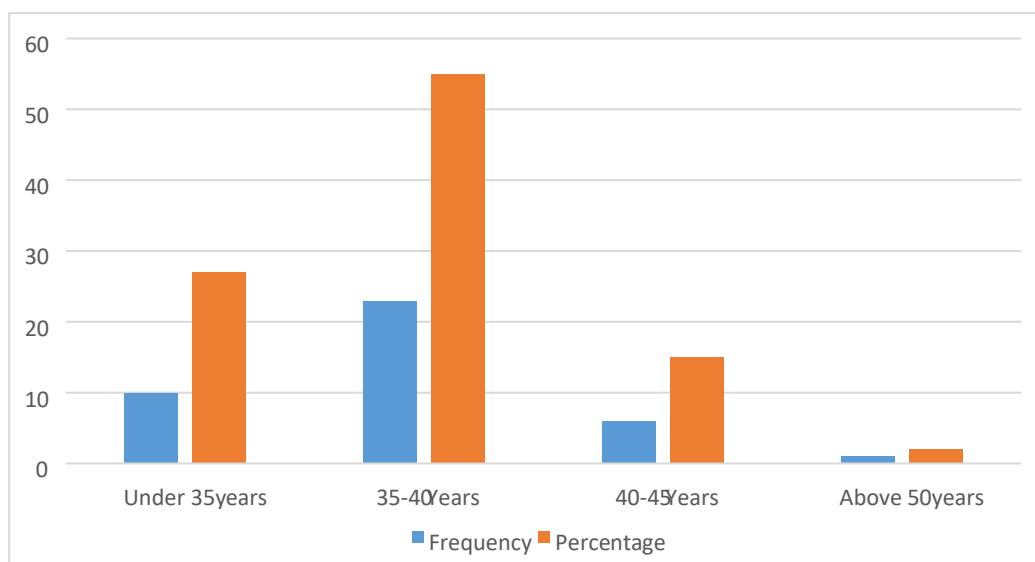


Table 4.5: Time spent using ICT services while working for the Huduma Center

Categorization	Recurrence	Ratio
Under 5years	2	6
5-10 years	18	46
10-15 years	4	29
Total	31	100

Figure 4.5: Time spent using ICT services while working for the Huduma Center

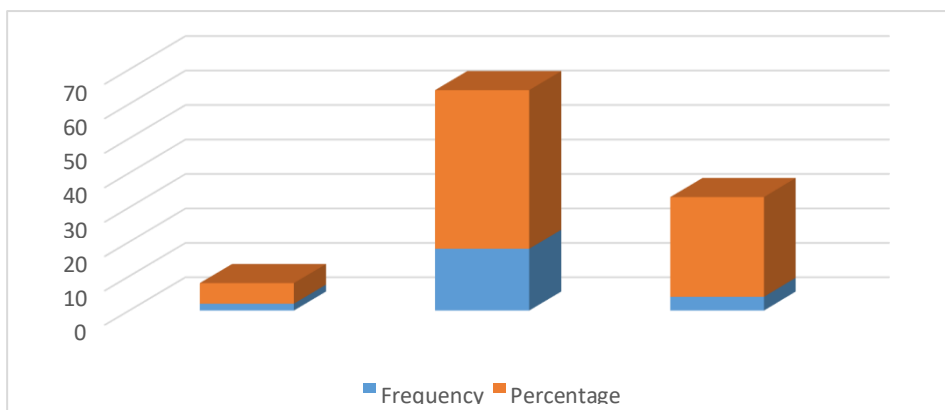


Table 4.5 and figure 4.5 demonstrate that of the 18 respondents who have been employed By Huduma Center for 15 years, 29% have worked for the organization for between 10 and 15 years, 46% for between 7 and 10, and 6% for less than 5 years.

Table 4.6: Strategic Use of ICT in the Delivery of Government Services

Categorization	Recurrence	Ratio
Confirmed yes	39	92
Confirmed no	4	8
All together	43	100

Figure 4.6 Strategic use of ICT on Government Service delivery

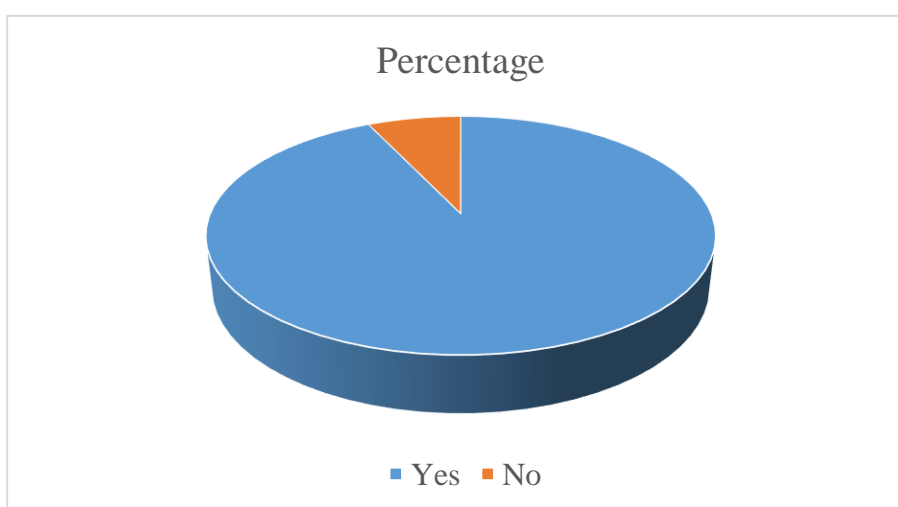


Figure 4.6 and Table 4.6 make it clear that the majority of respondents, or 92 percent, suggested using ICT to deliver government services. On the other side, just 8% of respondents indicated that the Huduma Center in Machakos County used ICT.

Table 4.7 ICT Performance on the Provision of Government Services

Categorization	Recurrence	Ratio
Confirmed Yes	36	86 %
Confirmed No	7	13%
Total	43	99

Figure 4.7 ICT Performance on Government Service Delivery

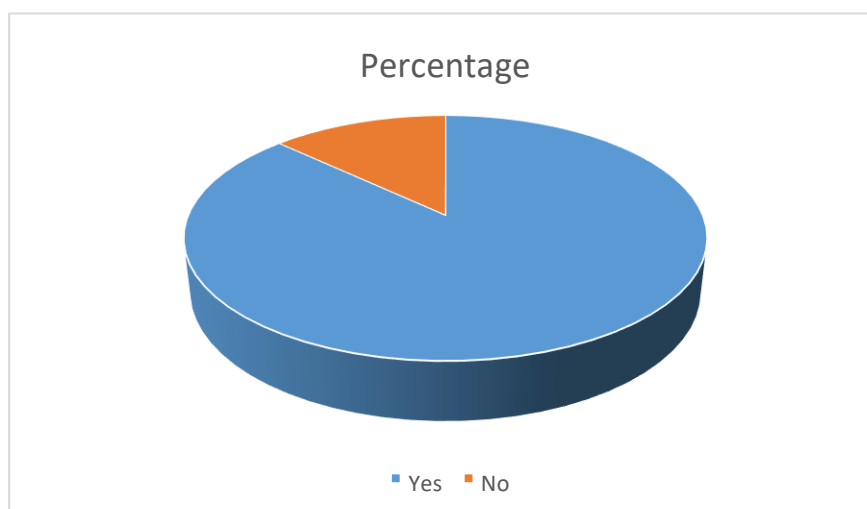


Table 4.5 and figure 4.5 demonstrate that of the 18 respondents who have been employed by Huduma Center for 15 years, 29% have worked for the organization for between 10 and 15 years, 46% for between 7 and 10, and 6% for less Table 4.7 and Figure 4.7.

4.2.1 Research Results that Support the Study's Objectives

User satisfaction Levels in Public Service Deliver

Table 4.5 and figure 4.5 demonstrate that of the 18 respondents who have been employed by Huduma Center for 15 years, 29% have worked for the organization for

between 10 and 15 years, 46% for between 7 and 10, and 6% for less ive. They accepted four of the statements submitted to customers of Machakos Huduma Center’s ICT services regarding their satisfaction levels.

Table 4.5 Shows how Satisfied Customers are with the ICT services provided by the Machakos Huduma Center.

Statement	1	2	3	4	Total
The Huduma Centers services were enough for my needs	1	0	5	112	118
The Huduma Centres ICT usage affects providing quality services to customers	1	0	0	117	118
It’s convenient to use ICT to access government services	0	1	2	115	118
Utilizing government services, the organization respects user’s privacy	102	13	3	0	118

Table 4.5 and figure 4.5 demonstrate that of the 18 respondents who have been employed by Huduma Center for 15 years, 29% have worked for the organization for between 10 and 15 years, 46% for between 7 and 10, and 6% for less key benefits of ICT for obtaining services. The respondents also concurred that the Huduma Center's services satisfied users' needs and that clear instructions were provided for using electronic government services.

4.5.1 The efficiency with which one can obtain Government Services via Information and Communication Technology

Table 4.5 and figure 4.5 demonstrate that of the 18 respondents who have been employed by Huduma Center for 15 years, 29% have worked for the organization for between 10 and 15 years, 46% for between 7 and 10, and 6% for less to answer. The results indicated that ICT had improved government services by addressing customers' needs, which is consistent with research by Finnie et al. from 2018.)

The question of whether ICT security issues pose a risk when using online government services was put to the respondents. The results demonstrate that those requesting government services did not face significant ICT security issues. When utilizing

government services, the business guarantees privacy. In this regard, the respondents emphasized that, contrary to Chen and Lin's 2016 assertions, the ICT system was secure and that all security issues could be managed. This demonstrates how the ICT was essential for enabling individual access to government services. Yousafzai and others, 2017 (Yousafzai, et al.

4.2 Studies Limitations

It was challenging the researcher to select relevant data that was appropriate for the investigation. The respondents would be forced to compare the ICT capabilities and activities at Huduma Center. The data demonstrates that numerous difficulties were encountered. These are a few cases where applications and uploads were not done properly, resulting in a wave of rectification requests. Some users were unable to easily access government services online due to connectivity issues caused by poor internet infrastructure. The results demonstrate that difficulties accessing government online services did not provide a significant ICT security challenge. Due to this, the respondents lacked full knowledge of how the organization's strategy and goals were developed and implemented, as well as how ICT was used to support these processes.

CHAPTER FIVE

SUMMARY OF FINDINGS,RECOMMENDATIONS AND CONCLUSIONS

5.0 Introduction

This bookwork summarizes the research's findings, discusses its limitations and conclusions, and makes recommendations for additional research.

5.1 Summary of Findings

The existing bookwork evaluated the degree of Information Technology Utilization in Machakos Huduma Centre and the strategic impact of Information Technology on Huduma Centre Performance. Along with the findings described above, the study shows that good communication is essential to the Huduma Centres ability to deliver high-quality services. Additionally, the results shown that the service performance decreases when there is a lack of effective change communication.

5.1.1 Performance of ICT in Huduma Centre

It was deemed convenient to use Information Communication Technology to access government services online. The respondents were unanimous in their opinion that ICT usage suited their needs and enhanced customer service. Finally yet importantly, leveraging information technology to access government services allowed people to get ongoing updated on those services. The performance of the organization has benefited greatly from the strategic usage of ICT at the Machakos Huduma Centre. It improved the process of providing services, ensuring transparency, efficacy and efficiency.

5.1.2 User Contentment with Machakos Huduma Centers ICT offerings

The four statements provided to the Machakos Huduma Centres ICT service customers regarding their degrees of satisfaction were all accepted. They were unanimous in their opinion that using ICT to access government services is convenient. They concurred that the company guarantees privacy while utilizing government services. As of the agreement, the numbers that negated outweighed the needs of the customers being satisfactorily supplied. According to the studys findings, ICT user satisfaction has led to cost effectiveness in the business, cutting labor and operational costs while also being user-friendly.

5.1.3 The effectiveness of ICT in the Machakos Huduma Center

The purpose of the study was to examine the effectiveness of ICT service delivery. The responses support the findings of Finnie et al. 2018 by demonstrating how ICT has improved the delivery of government services by reducing the time required to access government resources. Access to government services became more efficient as a result. Using Government E-services did not present users with significant ICT security challenges. Additionally, the Huduma Center had improved communication capabilities with its government clients. This is in accordance with the (2018) report by Kariuki, which emphasizes the use of ICT in improving service delivery.

5.2 Recommendations

In a world of technical breakthroughs and market changes, the value of information and communication technology cannot be understated. This study further suggests that the vision of the organization should guide and inform how ICT is used in organizations. To maximize its use on the organization's key competences, it is advised that ICT be applied to sectors, ICT has completely changed the game. ICT needs to receive significant investment in order to deliver services to clients more effectively and with higher quality. The study recommended to Machakos Huduma Centre that IT be used in essential organizational areas or functions, and that funds be spent on teaching personnel IT capabilities.

5.3 Conclusion

The results demonstrate how much ICT was utilized in providing government services. The government had set up the infrastructure to deliver government services using ICT, and the services provided to the citizens were appropriate for their needs. The strategic use of ICT has had positive results for Machakos Huduma Centre, including customer happiness, cost effectiveness, and transparency of the delivery of public services. The positive consequences of the strategic use of ICT in the Machakos Huduma Centre include customer happiness, effectiveness and transparency of public delivery. ICT implementation is a difficult process as various reasons for its use demonstrate, and more research is necessary to pinpoint problems and find answers for effective use.

5.4 Recommendations for More Research

With reference to Machakos Huduma Centre, the study intended to ascertain the strategic usage of ICT and its performance in Huduma Center. Due to perception and reception across the nation and the study's limitations, the findings cannot be extrapolated to the Huduma Centre as a whole. It is important to do comparable research at additional Huduma.

Centers around the nation. Therefore, research should be done to determine how decisions made by the public sector impact the usage of information technology and Machakos County's performance.

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APPENDICES

Appendix I

RESEARCH QUESTIONNAIRE

Any data provided by respondents to this research questionnaire will be kept private. Please respond to the following questions by checking the appropriate box where applicable and giving a brief explanation where applicable.

SEGMENT A: GENERAL INFORMATION 1. Gender

i Men ii Women

2. Highest Education level

Primary

Incidental

Training school

Institution

3. Age in years

Under 30 years

31-40

41-50

Above 50 years

4. Working Duration

Under 5 years

7-10 years

10-15 years

SEGMENT B: Strategic use of ICT on government service delivery at Machakos Huduma Centre.

Yes []

No []

SEGMENT C: ICT performance on Government service Delivery in Machakos Huduma Centre.

Yes []

No []

SECTION D: user satisfaction with ICT in Offering Service Delivery

NO	STATEMENT	1	2	3	4
1	Its opportune to use Information and Communication Technology to obtain government services				
2	The company protects users privacy when accessing government services				
3	Huduma Centre has an excellent customer service				

Thank You for Your Time and Cooperation.

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