ONE STOP BORDER POST AS A FACILITATOR OF CROSS BORDER MOBILITY IN EAST AFRICAN COMMUNITY

(A COMPARATIVE STUDY OF BUSIA AND OLOITOKITOK BORDER POSTS)

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DECLARATION

This research project report is my original work and has never been presented for an award of diploma or degree to this or any other University or Institution of Higher Learning for Examination.

Signed..... Date 6-5-2020.

Maurice Okinyi Odero

Q68/30618/2019

Declaration by the Supervisor

This project has been submitted for examination with my/our approval/knowledge as the University Supervisor(s)

Signed..... Date 05/05/2020

Mr. Kenneth Goga

DEDICATION

I dedicate this study to my mentors, family and friends.

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This kind of work does not come as a result of one person, but is a fruit of selfless efforts by a number of people, a fact I wish to acknowledge with this vote of thanks. My utmost gratitude goes to almighty God for His grace that has accorded me the health of body, mind and soul and enabled me to complete this work successfully.

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ABBREVIATIONS AND ACRONYMS

AU	-	African Union
AUBP	-	African Union Border Program
CBTA	-	Cross Border Transport Agreement
DIS	-	Directorate of Immigration Services
EAC	-	East African Community
EATTFP	-	East African Transport and Trade Facilitation Project
GFPTT	-	Global Facilitation Partnership for Transportation and Trade
ICT	-	Information Communication and Technology
JBP	-	Joint Border Post
KEBS	-	Kenya Bureau of Standards
KRA	-	Kenya Revenue Authority
NCTTCA	-	Northern Corridor Transit and Transport Coordination Authority
OSBP	-	One Stop Border Post
TFA	-	Trade Facilitation Agreement
UNTOC	-	United Nations against Transnational Organized Crime
WTO	-	World Trade Organization

ABSTRACT

The regional integration and development of world nations can only be meaningful if accompanied by the modernization of their border crossing points. There is the ever growing desire to put in place a border system capable of facilitating the mobility of persons and goods while at the same time secure enough to control the negative effects attached to such movements. However, the 'traditional' two stops border posts in Africa have remained impediments to cross border mobility by diminishing business and movement of people. This study therefore sought to fill the gap by conducting a comparative assessment on the effectiveness of one stop border post in facilitating cross border mobility in East African Community. The research was guided by three main theories namely; territorialism theory, coordination theory and Deutsch's cooperation theory. The researcher employed descriptive survey research design. The study was carried out in Busia and Oloitokitok border control points. The choice of Busia was informed by the fact that it is one of the busiest OSBPs in the region. Oloitokitok on the other hand was selected to represent a two-stops border post. It was not easy to determine the target population for the study as it targeted all the travelers and traders whose population was unknown. It also targeted government officers on duty at the said borders. The researcher therefore resolved to administer questionnaires to fourteen (14) travelers and fourteen (14) traders studied at different intervals at both Busia and Oloitokitok border stations. Convenient sampling technique was used to get the travelers and traders. In addition, the research focused on forty (40) government duty officers within the two border stations and applied simple random sampling technique. Thus, the research identified five (5) departments namely; Kenya Revenue Authority, Directorate of Immigration Services (DIS), Police, Kenya bureau of standards (KEBS) and Port Health from which eight (8) respondents were picked for the study totaling to forty (40) government duty officers. The main sources of data for this study were questionnaires, interviews and observations. Qualitative data was analyzed and interpreted using content analysis. On the other hand, quantitative data was analyzed and interpreted descriptively and the results were presented through charts, graphs, frequency tables and percentages. The findings revealed that the implementation of one stop border post facilitates cross border mobility within East Africa Community. It was established that cross border mobility in East African Community is mostly affected by legal framework and border procedures. However, infrastructure and equipment was found not to affect cross-border mobility significantly. The research recommended that the governments involved should establish OSBP in all their borders and harmonize legal frameworks and border procedures if cross-border mobility is to be enhanced.

CHAPTER ONE: INTRODUCTION

1.1 Background of the Study

Across the world, one of the modern approaches for improving regional integration and development is the setting up of one-stop border posts (OSBPs) (Doyle, 2010). As such, the World Trade Organization (WTO) in Article 8 of the Trade Facilitation Agreement (TFA), puts an obligation on member states to ensure that their authorities and agencies responsible for border controls and procedures cooperate with one another and coordinate their activities to facilitate cross-border mobility (Moïsé & Sorescu, 2013); Specifically, the WTO stresses that such cooperation and coordination should include the establishment of OSBPs (Bartels & Ortino, 2006).

In Europe, related practices that might point to the OSBP concept was first conceived in the 1920s with France and Belgium co-locating their border facilities in a farmhouse straddling their border and offering the possibility of administrative and judicial authorities of both countries to interview suspects without having to apply for extradition (Winder, rug, Mein hard, & Aachen, 2001). One-stop inspection facilities were later developed between adjoining states in Europe before the establishment of the European Union, and the concept has also been applied in other parts of the world.

In African, Chirundu was the first OSBP model; it was established by the governments of Zimbabwe and Zambia and spearheaded by the Common Market for Eastern and Southern Africa (COMESA) bloc. It was launched in 2009 with a view to meeting international border management standards.

In East Africa, the East African Community (EAC) together with the Northern Corridor Transit and Transport Coordination Authority (NCTTCA) developed the East African Transport and Trade Facilitation Project (EATTFP) in 2004, which among other activities, called for the development of OSBPs in the region (Mustra, 2011). With the support of development partners, the concept of OSBP has expanded rapidly as one of the major tools to tackle impediments to cross border mobility in East Africa.

1.1.1 The Concept of OSBP

Narrowly defined, an OSBP is a border crossing point where travelers, goods, and means of transport stop once to undertake exit formalities from one country and entry formalities into the other.

From a broader perspective, at an OSBP, border controls for exiting one country and for entering the other are conducted in a shared space and enabled through the principle of extraterritorial application of laws and hosting arrangements. It involves institutionalizing legal frameworks; simplification and harmonization of border procedures as well as constructing new infrastructural facilities (Milinkovic, 2011). OSBPs may also enhance the benefits from improved connecting (road) infrastructure. (Alburo, 2008).

1.1.2 Rationale for OSBP

As a mobility enhancing tool, the OSBP approach advocates for a coordinated approach to facilitating the movement of people and goods (Kieck, 2010). It eliminates the need for travelers and goods to stop twice to undertake border-clearance formalities. As Muqayi & Manyeruke (2015) explain, the establishment of an OSBP calls for the application of joint controls to minimize routine activities and duplications. Through a "whole of government"

approach, the OSBP concept reduces the journey time for travelers and traders, and shortens the clearance time at border crossing points.

OSBP also facilitates cross-border mobility and promotes regional integration as well as economic growth and development of the regional economic communities (RECs). It therefore enables seamless management of borders and allows for swift and hustle-free movement of people and goods. In this way, OSBPs improve border security.

1.1.3 The Busia OSBP

The OSBP at Busia is one among the 13 OSBPs facilities that have been established in the East African region following the enactment of the EAC OSBP Act, 2016 (Hemingway, 2019). It is located at the western part of Kenya, approximately 430 kilometers from Nairobi, and at the Eastern side of Uganda, 202 kilometers from Kampala. According to Ochieng (2018), the implementation of OSBP at the Busia border in particular, has reduced time for border crossing by an average of 80 per cent and strengthened co-operation between Kenya and Uganda. It has also improved co-ordination of all the border regulatory agencies led by their respective country revenue authorities.

1.2 Statement of the Problem

Africa has been grappling with two twin dilemmas of development and integration since emerging from independence. The low intra-African trade and inadequate integration of the continent's economies and people compared to other continents has remained a challenge (Longo & Sekkat, 2004). The question is how to develop and integrate the fragmented economies of Africa in the face of snowballing obstacles to mobility of people and goods.

The development of the Continent's major transport corridors can only be meaningful if accompanied by the modernization of the border posts. The 'traditional' two stops borders in Africa have remained impediments to cross border mobility by diminishing business and movement of people. There is the ever growing desire to put in place a border system capable of facilitating the mobility of persons and goods while at the same time secure enough to control the negative effects attached to such movements.

Regional Economic Communities (RECs) in Africa have embraced Infrastructural development and OSBPs as a means to enhancing facilitation of people, goods and vehicles. The international movement of persons, goods and vehicles is facilitated at border posts hence the importance of borders in the development and integration puzzle (Yang & Gupta, 2007).

Since the establishment of Chirundu OSBP between Zambia-Zimbabwe in 2009, (an initiative by COMESA-EAC-SADC Tripartite agreement), more regions in Africa have followed suit by establishing OSBPs. Busia, OSBP between Kenya and Uganda, was established under EAC infrastructure development program and funded by JICA and African Development Bank (AfDB). It was inaugurated as OSBP on Friday, February 23rd, 2018 and has since been operating under OSBP legal and procedural framework.

This research is concerned with the assessment of the effectiveness of OSBPs as an alternative to the traditional Two-Stops border system in facilitating cross border mobility. In order to do this, it is imperative to study the traditional Two-Stops borders too, so as to evidence the deviations. The common comparative units of analyzing effectiveness considered in this research are how procedures are conducted; the influence of the

prevailing legal frameworks; and the influence of the infrastructure and equipment. It is through comparative study that the effectiveness of each unit of analysis in enhancing movement across the border is determined. The OSBP and the two stops border system under study are Busia and Oloitokitok border stations respectively.

Although much has been done in analyzing the OSBP implementation strategy, not much research exists on the effectiveness of OSBP in facilitating cross border mobility. Indeed, most of the researches and scholarly analyses done previously tend to focus on the effects of OSBP on border management in general, with scarce mention of cross border mobility. Tyson (2018) studied OSBPs and informal livelihoods in Busia while Cheruiyot and Rotich (2018) conducted a study to determine the factors that affect the implementation of OSBP strategy in Malaba border. Muqayi and Manyeruke (2015) studied the impact of the Chirundu OSBP in addressing border protectionist challenges.

While scarcity of literature on the association between OSBP and cross border movement of people, goods and vehicles can be described as a serious omission given its centrality in fostering the much needed integration and development in Africa, it can be viewed as providing additional impetus for conducting the present research. The researcher therefore sought to fill this gap by conducting a comparative assessment on the effectiveness of OSBPs in facilitating cross border mobility in East African Community. He hence concluded the need to answer the question; has OSBPs been effective in facilitating cross border mobility in East African Community?

1.3 Research Questions

i. To what extent has legal framework been effective in enhancing cross-border mobility in Busia and Oloitokitok Border Stations?
ii. How has border procedures been effective in facilitating cross-border mobility in Busia and Oloitokitok Border Stations?
iii. How does infrastructure and equipment impact on cross border mobility in Busia and Oloitokitok border stations?

1.4 Objectives

1.4.1 General Objective

The general objective of this research study was to establish the effectiveness of OSBPs in facilitating cross border mobility in East African Community.

1.4.2 Specific Objectives

The specific objectives of this study were:

i. To determine the effectiveness of the legal frameworks in facilitating cross border mobility in Busia and Oloitokitok Border Stations.
ii. To establish the effectiveness of border procedures in enhancing cross border mobility in Busia and Oloitokitok Border Stations.
iii. To assess the impact of infrastructure and equipment on cross border mobility in Busia and Oloitokitok border stations

1.5 Significance of the Study

It is generally agreed that the traditional two stops border model caused delays, which in turn affected cross border mobility. Its clearance procedures portrayed a noticeable displeasure among EAC member countries in facilitating cross-border mobility of travelers and cargo. The OSBP concept is perceived to have mitigated the discontentment by improving border crossing speed and efficiency thus enhancing cross border mobility. So far, no comparative study has been carried out on the two concepts to ascertain the deviations. This study therefore intended to form the basis of further research by other scholars especially in East Africa on issues of OSBP and mobility of people and goods. It provides scholars with rich material for further research as it serves as a source of secondary material for comparative research on the benefits of OSBPs over the traditional two stops border model on cross border mobility.

The findings of the research are useful not only to all Border agencies and stakeholders in border management, but also to other policy makers in the public sector as it helps them to come up with effective border control solutions that enable seamless information flow between stakeholders and facilitation of in-bound and out-bound travelers and goods. By so doing, they are able to streamline their operations thus facilitating cross border mobility. Immigration officers in particular, are major beneficiaries, as the research helps them in formulating policies and procedures at the OSBPs.

The study has also provided useful information to the policy makers in the Government of Kenya, the EAC partner states and the EAC to consider establishment of OSBPs to all their border control points to facilitate cross border mobility.

1.6 Scope of the Study

The study compared and contrasted the rationale and benefits of OSBPs over the traditional two-stop border model on cross border mobility in East Africa. The researcher administered questionnaires and key informant interviews as well as own observation as the main method of collecting data. Relevant secondary data obtained from previous researches and data stored at Busia and Oloitokitok borders was also used. The study was designed to cover all the aspects of border management policies that deal with entry and exit of people and goods at the two borders.

CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter reviews the existing literature on how one stop boarder post model facilitates cross-border mobility in East Africa. It compares the efficiency and effectiveness of OSBP against the traditional two stops border model. The chapter also discusses theories relating to the study of one-stop boarder post variables as written by various scholars.

2.1 Theoretical Review

This study is grounded on the Territorialism theory advanced by Hay (1996), Coordination theory by Crowston (1997) and Cooperation theory advanced by Deutsch (2011) as the main theoretical framework to study the various variables that play roles in facilitating cross border mobility at Busia and Oloitokitok Border stations.

2.1.1 Territorialism Theory

Hay (1996) states that territorialism theory has fundamental basis in the phenomenon of sovereignty. Conventionally, the theory was characterized by the ability of sovereign states exercising their powers in dominating their borders/boundary as well as their assets within their respective countries (Chowdhury & Duvall, 2014). It comprised of the imposition of the sovereign law on all individuals and assets within the territorial reach out of any given sovereign country and the restraining on how foreign laws are applied within the borders of other sovereign country (Berzi, 2017) . In addition, this theory of territorialism is founded on the desire to have a sovereign state where countries can protect their own local interests.

According to Hathaway (2005), the theory of territorialism confines the extraterritorial effect of administration to trade, however it caters for the people and assets located in the sovereign state's territory whose jurisdiction is declared. This theory is not only vested in every sovereign state but also bestows right to administer assets of an insolvent debtor situated within its own borders using its own policies without putting into consideration the trade proceedings of the debtors instigated in other sovereign states (Haight,1954).

The theory is applicable in the context of this study since the cross-border mobility necessitates jurisdiction over those portions of the corporation, trade of a multinational corporation which are within the boundaries of a country. This justification has a relationship to the assumption that trade and travel policies are often tailored to reflect the interests, societal norms, priorities, values, policies and guidelines of the respective countries.

2.1.2 Coordination Theory

Crowston (1997) advocated for this theory. He states that coordination theory is still a developing body of theories about how coordination can occur in a varying kind of systems. According to this theory, participants in organizations are faced with coordination challenges. These challenges are as a result of dependencies in the organization that limit the efficiency of task performance. These dependencies may be fundamental to the structure of the organization (Malone & Crowston, 1990). For instance, departments of a government ministry relate to each other, limiting the changes that can be made to a single department without interrupting the efficient functioning of the other departments

(Kavanagh & Richards, 2001). The dependencies may also emanate from processes or task decomposition or allocation to actors and resources.

To solve these coordination challenges, coordination theory asserts that the actors need to perform other functions namely, coordination mechanisms. The theory asserts that the dependencies and coordination mechanisms are broad in the sense that they arise in one form or another in nearly every organization (Myerson, 1982). Actors must also realize that there are diverse mechanisms to manage a dependency each of which may result in different processes (Espinosa, Lerch & Kraut, 2004).

A complete one should be based on situational factors and often involves tradeoffs. To conclude, an organization considering change (or an organization in the process of formation) ought to first identify essential dependencies and coordination challenges likely to be faced and then choose from alternatives the coordination mechanism that best achieves the desired goals in the circumstances (Crowston, 1997). A key point here is that coordination mechanisms are variable parts of the organization system and that choice of a specific mechanism has effects on efficiency and goal achievement (Hill, 1968).

Coordination theory draws upon and contributes to work in many different fields. For example, Coordinated Border Management has various players each of whom has a role to play to ensure that set objectives are achieved (Kieck, 2010). Various agencies across the border are tasked with organizing various activities to ensure coordination is achieved. The application of this theory to the study implies that various border processes for facilitating cross-border mobility are coordinated such that border controls for exiting one country and

for entering the other are conducted in a shared space. Planning, organizing, controlling and directing are aspects of Coordinating procedures that enhance mobility facilitation.

2.1.3 Deutsch's Cooperation Theory

According to Deutsch (2011), cooperation occurs when actors adjust their behavior to reflect the preferred actual or anticipated expectations of others through a process of policy coordination. Krauss and Deutsch (1966) proposed the Deutsch's Cooperation Theory, which states that Cooperation is a state where there is no conflict. In cooperation, one actor's effective activity helps others achieve their goals. In cooperation, a person will try to influence and at the same time be open to being influenced in his performance towards attaining set goals. Deutsch made a comparison between cooperation and competition outcomes (Marker & Staiano, 2015).

Persons in cooperation assist one another to attain their goals while those in competition may frustrate others in their own favor of achieving goals. Persons in cooperation have proper communication and identify problems and help their counterparts while those in competition read malice in any other form of communication and sabotage those attempts (Navyashree & Bhat, 2015).

In cooperation, people share tasks and inspire each other to finish the tasks allocated while those in competition undertake tasks themselves and try to outdo each other (Nuluva, 2015). Persons in cooperation show positive attitude to values from each other's character while those in competition loathe others whom they view as a threat to their goals. Cooperation theory can address issues such as participation in decision-making. It has been found that cooperation strengthens work relationships and morale thus fostering

productivity (Cremer, 1986). For cross border mobility to thrive, cooperation is a vital aspect that is required among the groups so that they can be able to work together towards achieving success by ensuring Travel facilitation through coordination of various procedures

2.2 Review of Variables

2.2.1 Legal Framework

Implementation of OSBPs demands that a detailed analysis of the legislative, regulatory and institutional framework governing the operations of border agencies is undertaken (Polner, 2011). At a typical border post, there are several government agencies that are responsible for border controls (Bhero & Hoffman, 2014). For efficient and effective OSBP operations, these agencies need to operate in a coordinated manner to minimize duplications and redundancies. (Kieck, 2010). In addition, the requirement to apply national border controls on foreign territory and the application of joint controls requires a deliberate institutional arrangement that is supportive of OSBP operations.

It is necessary to develop an appropriate legal and institutional framework to support OSBP operations. Under international law, it is generally agreed that the application of national laws is limited to the territory of a state (Milanovic, 2011). Consequently, OSBPs rely on the principle of extraterritorial application of laws, which allows a state to extend the application of specific national laws outside its own territory (Haight, 1954). One of the key approaches for promoting the coordination of border agencies is through the implementation of the coordinated/integrated border management (CBM/IBM) concept.

As part of the institutional framework, one of the main requirements for the establishment of OSBPs is the coordination of border agencies (Stana, 2011). The number of government agencies operating at the border has increased in many cases, with two-stops border post model having an average of about 10 agencies on each side, typically proceeding with their operations in an uncoordinated fashion. It is also common practice to find agencies on one side of the border observing different hours of operation from agencies on the other side of the border. In many countries, the lack of a clear policy on the lead agency and its role adds to the various factors contributing to border inefficiencies (Park, 2018).

Although the responsibility to protect national interests at a border is vested in various border agencies that include immigration, police and customs, experience has shown that the results of individual border agencies generally improve when their level of cooperation is enhanced. Consequently, the concepts of integrated border management (IBM) and coordinated border management (CBM) are now integral components of OSBP systems. The three levels of cooperation that form the key pillars of IBM and CBM are intra-agency, interagency, and international cooperation.

2.2.2 Border Procedures

Border crossing procedures under the OSBP framework differ from operations at the traditional two-stop border posts although the role of each agency generally remains unchanged. Simplification and harmonization of operational procedures and joint controls are cornerstones of OSBP operations. Implementing an OSBP without simplifying and harmonizing border crossing procedures renders an OSBP ineffective (Polner, 2011). Whereas users would be required to stop once in order to undertake exit and entry

formalities at a border, subjecting such users to routine and redundant formalities would have little impact on reducing the time spent at the border. The process of reviewing and aligning procedures should be continuous in order to ensure that OSBPs operate with border crossing procedures that are not only effective but also facilitative and relevant to the prevailing circumstances (Meyer-Gerbaulet, Batho, & Grozdanova, 2010). Joint operations and the need to observe jurisdiction in an OSBP environment require specific considerations when designing OSBP procedures.

After developing OSBP procedures, it is important to ensure that border officials are given ample training in order for them to internalize the new procedures. Training should be conducted prior to the commencement of OSBP operations. It is advisable that where possible, the training of officials from the adjoining countries should be conducted jointly with officials from all the border agencies (Falivene & Silva 2008). This approach helps in building cooperation among agencies and between countries. In addition to training, an OSBP project should also hold sensitization and awareness activities for the local community and private sector service providers (Africa, 2011).

2.2.3 Infrastructure and equipment

This includes OSBP facilities such as offices for border officials, operational equipment, warehouses, and parking. While all border posts require physical facilities for border operations, the level of facilities required depends on the type and size of operations at a border post (Doyle, 2010). In principle, facilities for OSBP operations should be appropriately functional and not unnecessarily elaborate ("gold-plated") or inadequate. OSBPs include a number of facility components, which can be categorized by function: (i) cargo clearance facilities, (ii) passenger clearance facilities, (iii) administrative facilities,

and (iv) support services. Core facility components are those required for every OSBP (and which should be developed in the initial development phase) (Harmon, Simataa & Van der Merwe, 2009), while others are optional facilities depending on the size or characteristics of the OSBP (may be considered for development in subsequent phases). Facility components should be selected by examining such OSBP characteristics as well as requirements to realize procedures agreed by the adjoining countries.

2.3 Conceptual Framework

The conceptual framework of this study comprised of independent and dependent variables. Conceptual framework is a concise description of the phenomenon under study accompanied by a graphical or visual depiction of the major variables of the study (Mugenda & Mugenda, 2003). Independent variables in this study include legal framework, simplified and harmonized border procedures, and infrastructure and equipment. Dependent variable is cross border mobility. This is illustrated in figure 2.1 below:

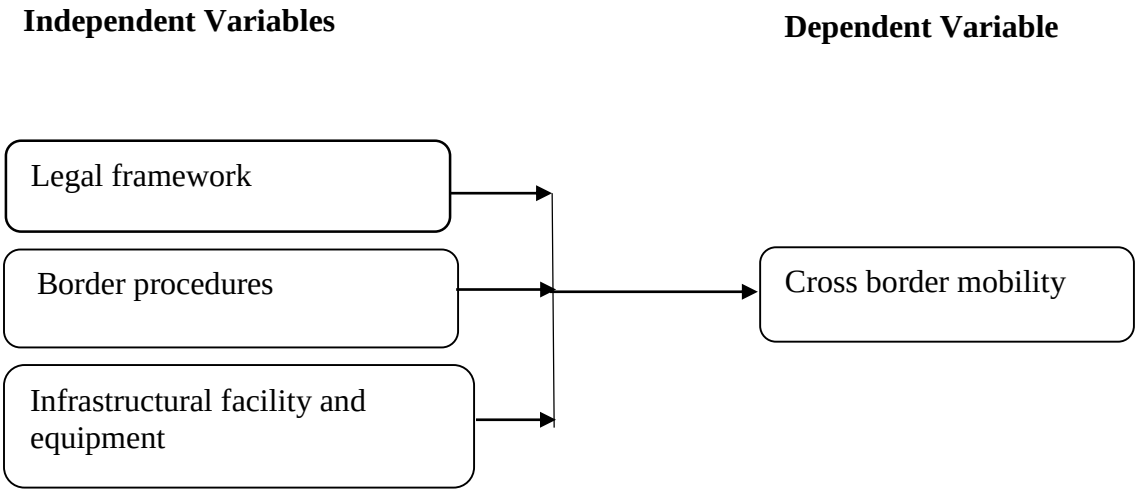


Figure 2.1: Conceptual Framework

2.4 Empirical Review

Several studies have validated the proposition that coordination leads to improved interpersonal and inter-group relations, as such, it creates advance options in coping with matters that originate from intra-link and cross-cultural contexts (Kramer, 2010). According to Viinamaki (2004), if coordination is efficient at all the administrative levels, cohesion, which is the common outcome, is achieved. This is due to the fact that coordination brings together different components. Coordination of multiple functions within and between firms is required for each activity so as to evade difficulties and unintentional loses (Enright, 1995). The study only focused on cohesion as a benefit yet there are many other benefits of coordination which it did not cover.

According to studies done by Goldman (1965), individuals may do well in simple tasks as cooperators. Cooperation catalyzes productivity more so in compound tasks that involve coordination in an organization. This study only focused on productivity as an outcome of cooperation neglecting to take into account that cooperation has other forms of success other than productivity.

Studies done by Hossain and Rahman (2009), Kesino (2012) and Khaguli (2013) reported that automation of systems and trade facilitation are positively related. The studies were on the basis of descriptive analysis of survey data and not on strong models of analysis such as regression analysis model. More so, no study looked at CBM as a whole, they instead highlighted on automation aspect generally. This study will deeply analyze some aspects of Coordinated Border Management effects on Travel Facilitation.

2.5 Research gaps

Most of the researches and scholarly analyses done previously tend to focus on the effects of OSBP on border management in general, with scarce mention of cross border mobility. There is little literature that has attempted to compare the effects of the different border models, namely; the OSPB and the two stops system on cross border mobility. No known research has examined the effects of either the OSBP or the two stops border post model on cross border mobility within East African borders. Therefore, this study seeks to fill this gap.

CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter discusses the methodology that the researcher used in this study. In particular it highlights the research design, study locations, population, sample size, sampling design, data gathering instruments and analysis of the research study.

3.1 Research design

The researcher used descriptive survey research design for this study. This design brings about deeper insight and better understanding of the phenomenon to be studied (Orodho, 2003). It was deemed appropriate to study cross border mobility in East Africa. Descriptive survey helped in gathering information by observing, interviewing and administering questionnaires to sample individuals. The primary purpose of this design was to collect data on people's opinions and attitudes on social issues (Orodho & Okombo, 2002). The design was expected to yield valid and reliable results that could be used to generalize on the effectiveness of OSBPs on cross border mobility in East Africa. The researcher employed both qualitative and quantitative methods where primary data was obtained using an interview guide and questionnaires.

3.2 Study location

The researcher conducted the study at Busia and Oloitokitok border stations respectively. The choice of Busia was informed by the fact that it is one of the busiest OSBP establishments in the entire East African Community. Oloitokitok, being one of the oldest stations yet to embrace the OSBP concept, was chosen to represent the traditional two-

stops border posts. Convenient sampling technique was used to select travellers and traders together with government duty officers for the study.

3.3 Target Population

A population is the total sum of elements about which inferences are made (Cooper & Schindler 2000). The study targeted travelers and traders as well as relevant government officers on duty at both Busia and Oloitokitok border stations for interviews and filling of questionnaires of the study. The government officers were drawn from Kenya Revenue Authority (KRA), Directorate of Immigration Services (DIS), Police, Kenya bureau of standards (KEBS) and Port Health.

3.4 Sampling Technique

A sample technique is a definite plan for gaining a sample from a given population. It refers to the technique or the procedure the researcher adopts in selecting items for the sample (Kothari, 2004). Since the actual total number of travelers, traders and government officers on duty was unknown, the researcher followed the formula of Webster (1995) in estimating the sample size as below:

$$n = \frac{z^2 \pi (1-\pi)}{(error)^2}$$

Where π is maximum variability of the population at 50%. i.e. (0.5), z is the value on the Z table at 90% confidence level =1.65. At the desired level of confidence of 90% with approximate error margin of 10%, the study's sample size (n) was worked out as below:

$$n = \frac{(1.65)^2(0.5)^2}{(0.1)^2} = 68\, respondents$$

Therefore, the researcher resolved to administer questionnaires to fourteen (14) travelers and fourteen (14) traders studied at different intervals at both Busia and Oloitokitok border stations. Convenient sampling technique was used to get the travelers and traders at the border stations. In addition, the research focused on forty (40) government duty officers at the two border stations where simple random sampling technique was applied to pick eight (8) respondents from each of the five (5) departments, totaling to forty (40) government duty officers.

3.5 Data Collection Methods and Procedure

The main sources of data for this study were questionnaires, interviews and observation. Data was collected from the subjects under study through administration of research questionnaires and key informant interviews. An interview guide was used to collect data from the key informants. An interview guide is a written list of questions or topics that needs to be covered (Newcomer, Hatry, & Wholey, 2015). Likert scale on the other hand is an interval scale which uses five anchors of strongly disagree, disagree, neutral, agree and strongly agree (Bertram, 2007). A Likert scale measured attitudes and behaviors using answer choices that range from one extreme to another (Zikmund, 2013). This was administered to travelers and traders from either side of the two border stations. The researcher also employed the use of a stop watch to compare the length of time taken to clear travelers and goods across the border at the two stations.

3.6 Data Analysis and Presentation

Both quantitative and qualitative data was generated by the study. Qualitative results were analyzed and interpreted using content analysis. Quantitative data was evaluated using Version 23 of the Social Sciences Statistical System (SPSS). The data was well analyzed and comprehensively tested. Afterwards, concise and inferential tests were conducted and coding procedures were observed. The results were interpreted descriptively after analysis; and then presented through charts, graphs, frequency tables and percentages. Data presentation was designed to highlight the findings and to explain the data or outcomes by displaying figures and tables so that general patterns could be easily identified.

CHAPTER FOUR

DATA PRESENTATION AND DISCUSSION

4.1 Introduction

This chapter covered data presentation, interpretation and discussion of the findings. The aim of the study was to examine the effectiveness of one-stop border posts (OSBPs) in facilitating cross border mobility in East African Community. This was a comparative study of two border stations, namely, Busia and Oloitokitok. The goal of the study was achieved through analysis of the primary data gathered based on concepts under study. The chapter is comprised of sub-sections covering quantitative and qualitative analysis. The first part of the chapter covers general information, the second part covers the quantitative part on questions that were addressed by traders and travelers as well as government officers, and the third part covers qualitative content as per responses got from the interview conducted on government duty officers working within the two border stations.

4.2 General Information

The respondents' personal information was examined based on their gender, age bracket, and type of users.

4.2.1 Gender of Respondents

The research required the respondents to indicate their gender and the results are as provided in Table 4.1 and Figure 4.1.

Table 4.1: Gender of the Respondents

	Busia Border Station		Oloitokitok Border Station	
Gender	**Frequency (n)**	**Percent (%)**	**Frequency (n)**	**Percent (%)**
Male	21	65.6	19	86.4
Female	11	34.4	3	13.6
Total	**32**	**100**	**22**	**100**

Source: Author (2020)

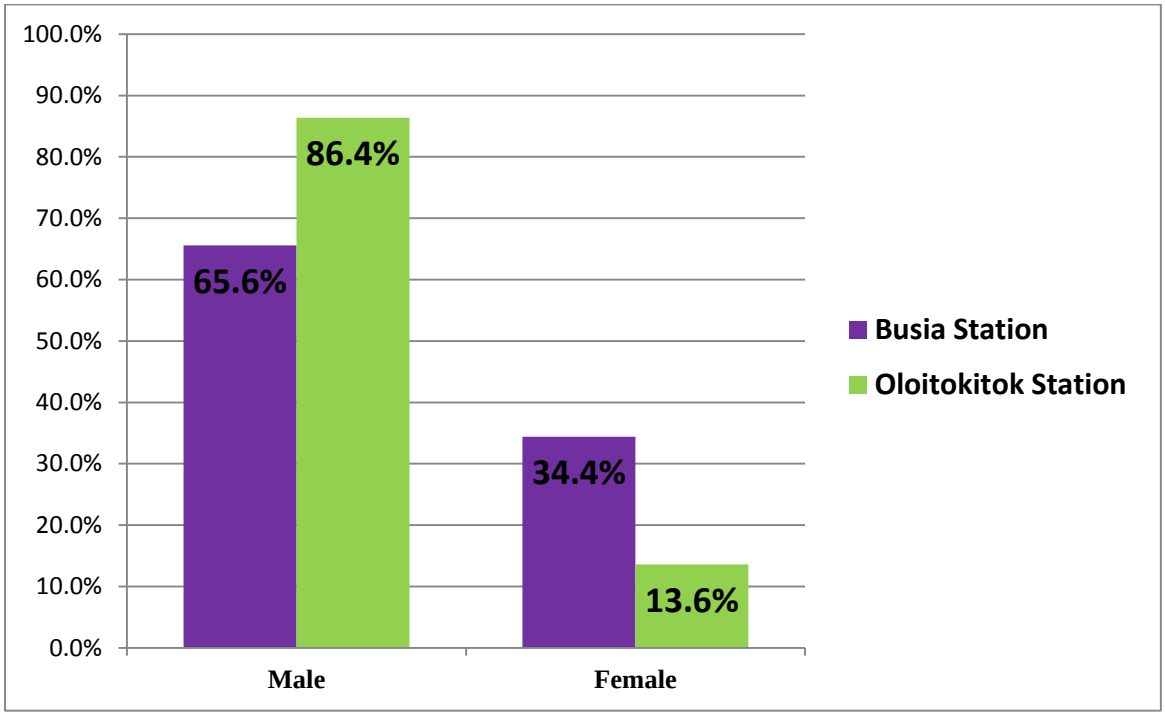


Figure 4.1: Gender of Respondents

Source: Author (2020)

From the findings given, it can be deduced that more than a half (65.6%) of the respondents who were interviewed and responded to research questionnaires within Busia border station were male while their female counterparts had a representation of 34.4%. Similarly, an

overwhelming majority (86.4%) of the study's respondents hailing from Oloitokitok were male as compared to female who had a representation of 13.6%. Generally, there were more male respondents than their female counterparts, but nonetheless, both genders were adequately represented in the study.

4.2.2 Age of the Respondents

In addition, the research sought to establish the age of respondents who participated in this survey. This was done based on the reasonable age brackets which included 18 to 35 years, 36 to 50 years and that of 50 years and above and the findings are as indicated in Table 4.2.

Table 4.2: Age Brackets of the Respondents

	Busia Border Station		**Oloitokitok Border Station**	
Age	**Frequency (n)**	**Percent (%)**	**Frequency (n)**	**Percent (%)**
18 – 35 years	8	25.8	2	8.7
36 – 50 years	20	64.5	16	69.6
51 years and above	3	9.7	5	21.7
Total	**31**	**100**	**23**	**100**

Source: Author (2020)

It can be concluded that most of the study subjects who took part in this study and working in Busia border station were in the in age bracket of between 36 and 50 years with a representation of 64.5 percent. This was followed by the respondents in the age group ranging from 18 – 35 years with a representation of 25.8 percent. Those who fell in the age brackets of 51 years and above were represented by 9.7 percent.

Similarly, majority (69.6%) of the respondents at Oloitokitok were found to be in the age range of 36 – 50 years. In addition, 5 respondents with a representation of 21.7 percent indicated to belong in the age set of 51 years and above. While a small percentage of 8.7 percent accounted for the respondents in the age bracket of 18 – 35 years. These results have indication that majority of the respondents who participated in this study are middle aged. It can as well imply that the respondents were of mixed age groups and thus, a sign of good representation of all ages.

4.2.3 Type of Border Users

The study further resolved to determine the kind of border users within the two stations and the output is as illustrated in Table 4.3. The results provided show that within Busia border station, majority of the respondents were government officers on duty with a representation of 81.8%. About 12.1% of them were found to be traders, while only 6.1% of those within Busia side were travelers. On the same aspect but based on results from Oloitokitok station, it can be deduced that out of the twenty respondents under investigation from this station fourteen of them (70%) were government officers on duty while three traders and three travelers each with a representation of 15% also gave feedback on the research questionnaires as shown in table 4.3 below.

Table 4.3: Type of Border Users

	Busia Border Station		Oloitokitok Border Station	
Border User	**Frequency (n)**	**Percent (%)**	**Frequency (n)**	**Percent (%)**
Cross border travelers	2	6.1	3	15.0
Cross border traders	4	12.1	3	15.0
Government duty officers	27	81.8	14	70.0
Total	**33**	**100**	**20**	**100**

Source: Author (2020)

4.3 Reliability and Validity Tests

Zinbarg (2005) recommends that any alpha coefficients of 0.70 or higher have indication that the data gathered have a relatively high internal consistency and therefore could be generally be used in reflecting the opinions of the respondents in the population of the study. Reliability test was used in evaluation of the statements for relevancy, loading, clarity and effectiveness. The responses gathered were cross-checked to establish any deficiency in the data collection tool. Based on the results shown in Table 4.3 it can be deduced that all the items in the instrument used to collect data in this case a questionnaire, returned a highly acceptable score given that all coefficients reported are above 0.70. The data collection instrument was therefore reviewed based on the pre-test experience. Thus, the results of the pilot study indicated that most questions were clear and appropriate, though a few aspects were found unnecessary. In response, corrections and adjustments were done accordingly.

Table 4.4: Reliability Test

Reliability	Cronbach's Alpha values
Legal framework	.868
Border procedures	.736
Infrastructure and equipment	.808

Dependent Variables: Cross border mobility

Source: Author (2020)

4.4 Normality Tests

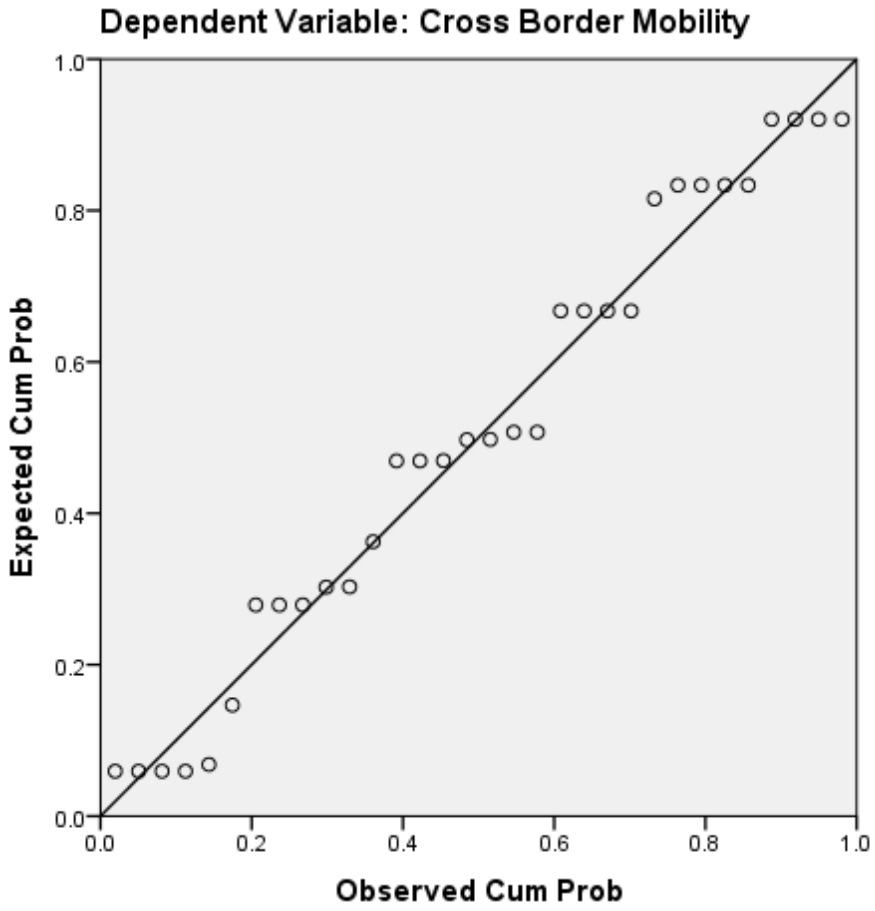
Normality of data entries of the study was estimated through the use of descriptive statistics based on skewness, kurtosis, as well as (P-P) plots statistics to check the variability of data collected by the study. The results provided in Table 4.4 indicate that the value of skewness for cross border mobility was reported to be -1.389 (Standard error = 0.512) with kurtosis value of 0.412 (Standard error = 0.992). Similarly, OSBP procedures produced a skewness value of -0.539 (Standard error = 0.616) and a kurtosis value of -2.056 (Standard error = 1.191). Furthermore, legal framework gave a skewness value of 1.430 with a standard error of 0.564 plus a kurtosis value of 3.626 (Standard error = 1.091). Ultimately, infrastructure and equipment provided a skewness value of 0.452 accompanied by a standard error of 0.564. The variable of infrastructural facilities further reported a kurtosis value of -0.790 (SE = 1.091). Razali and Wah (2011) suggest that the values of skewness and kurtosis in normality test should range from -1.00 to 1.00 or three times the values for the standard error is less than the statistic values. All values were found to be within the recommended ranges and therefore an implication that the entire data used in this study was approximately normally distributed.

Table 4.5: Normality Test by use of Skewness and Kurtosis

		Cross border mobility	OSBP procedures	Legal framework	Infrastructural facilities
N	Valid	30	33	36	36
	Missing	8	5	2	2
Skewness		-1.389	-.539	1.430	.452
Std. Error of Skewness		.512	.616	.564	.564
Kurtosis		.412	-2.056	3.626	-.790
Std. Error of Kurtosis		.992	1.191	1.091	1.091

A P-P plot was also used to test normality and was employed to give a comparison of an empirical cumulative distribution function of a data. It plots the z-scores ranging from negative infinity (-∞) to positive infinity (+∞). The results provided in Figure 4.2 has indication that the data sets in P-P Plot closely agreed with each other and that the there is a presence of cumulative distribution functions. This is so since the data sets seem to have followed the regression plotting line showing probabilities from two cumulative distributions given the quartile value Z.

Figure 4.2: Normality Test Using P-P Plot of Regression Standardized Residual



4.5 Quantitative Analysis

This subsection comprised of feedback got from traders, travelers as well as government officers who were on duty during the period of study.

4.5.1 Type of Border Users

The study further resolved to determine the kind of border users within the two stations and the output is as illustrated in Table 4.5. The results provided show that within Busia border station, majority of the respondents were government officers on duty with a representation of 81.8%. About 12.1% of them were found to be traders, while only 6.1% of those within Busia side were travelers. On the same aspect but based on results from

Oloitokitok station, it can be deduced that out of the twenty respondents under investigation from this station fourteen of them (70%) were government officers on duty while three traders and three travelers each with a representation of 15% also gave feedback on the research questionnaires as illustrated in table 4.3 below.

Table 4.6: Type of Border Users

	Busia Border Station		**Oloitokitok Border Station**	
Border User	**Frequency (n)**	**Percent (%)**	**Frequency (n)**	**Percent (%)**
Cross border travelers	2	6.1	3	15.0
Cross border traders	4	12.1	3	15.0
Government duty officers	27	81.8	14	70.0
Total	**33**	**100**	**20**	**100**

Source: Author (2020)

4.5.2 Duration of Border Usage

On the question requiring the travelers and traders to state the duration of border usage, the results are provided in Table 4.6. It was revealed that almost a half of the respondents (45%) had used Busia border for over two years, this was followed by those who had used it for between 1 and 2 years with a representation of 40% and only three travelers and traders (15%) were found to have used Busia border for less than one year.

Table 4.7: Duration of Border Usage

Duration	Busia Border		Oloitokitok Border	
Duration in Years	**Frequency (n)**	**Percent (%)**	**Frequency (n)**	**Percent (%)**
Less than one year	3	15.0	5	31.2
Between 1-2 years	8	40.0	3	18.8
Over 2 years	9	45.0	8	50.0
Total	**20**	**100**	**16**	**100**

Source: Author (2020)

Approximately a half (50%) of the traders and travelers who responded to research questionnaire within Oloitokitok border station admitted to have used the border for over 2 years. About five of them with a representation of 31.2% indicated to have used the border for duration of less than one year. Ultimately, an estimate of 18.8 percent revealed to have used the Oloitokitok border for a period ranging from 1 to 2 years. This is an indication that the researcher addressed the concepts under study through getting information from the right target who understood the border procedures.

4.5.3 Awareness of One Stop Border Post

The study further sought to ascertain whether the travelers and traders were aware of OSBP procedures, the feedbacks are as indicated in Table 4.7. Based on the outcome shown in the aforementioned table, it can be presumed that overwhelming majority (94.7%) of the respondents from Busia border post acknowledged to be aware of the OSBP procedures with only a few (5.3%) reporting otherwise. On contrary, majority of respondents from

Oloitokitok border station admitted not have knowledge of OSBP. However, 38.5% of them agreed to be aware of procedures followed at OSBP. These results have implication that Busia border station has established one stop border crossing while Oloitokitok border station has not.

Table 4.8: Awareness of One Stop Border Post

Responses	**Busia Border**		**Oloitokitok Border**	
Responses	**Frequency (n)**	**Percent (%)**	**Frequency (n)**	**Percent (%)**
Yes	18	94.7	5	38.5
No	1	5.3	8	61.5
Total	**19**	**100**	**13**	**100**

Source: Author (2020)

Some of the reasons given to justify their awareness were as follows: travelers are cleared from one side, OSBP makes the work easy when crossing the border, goods stop once to the receiving partner states, it has only one stop point, East Africa Community trains the border agencies on OSBP, OSBP had facilitated formal trading across the border, and clearance to and from Uganda is done under one roof.

4.5.4 User Friendliness of One Stop Border Post

Based on an open ended question, the researcher inquired to know people's view on what they thought about OSBP being user-friendly. The respondents who participated in this study and were based in Busia gave the following reasons why they thought that OSBP was user friendly. The study established that OSBP saves time and reduces confusion on arrival and departure; officers of OSBP were found to be cooperative; OSBP was found to

be customer friendly due to fast services; its environment is welcoming and provides easier approach since it is under one roof; it is convenient for all parties involved; the system is easy to understand for users; it ensures discipline among workers to clients; it enables good interaction with clients; there is transparency in clearing cargo; it was found to be more secure and created confidence; it is 24 hours operational; officers are cooperative; also, OSBP has reduced paper work and other processes.

On the other hand, their counterparts from the Oloitokitok stated that their Centre is not an OSBP although it could be a good idea if it is implemented Since it can be user friendly – however if the cross border points concerned are not cooperative it becomes a problem; it can be a quicker way that saves a lot of time; it can enable officers to provide good services; procedures are centralized thus you know where to move after having stamped; it can ease transportation of goods leading to positive outcomes; ultimately, it can make work easier and effective.

4.5.5 Areas of One Stop Border Post Satisfaction

The respondents who were at the same time traders and travelers were required to state the areas which they are satisfied with as long as OSBP is concerned. Based on the feedback given in Table 4.8, it can be deduced that the major areas of which travelers and traders in Busia border were found to be satisfied with included security of goods with a representation of 18.4% and immigration process with 13.2%. Other areas of satisfaction within Busia border were found to be infrastructure, collaboration among agencies, communication, customs procedures, training, documentation, verification, health, Kenya

revenue authority, improved transparency, scanning, tax payments, clearance of travelers, working relations, as well as trade.

On the other hand, the respondents from Oloitoktok border station stated that if the OSBP were to be implemented in their station, they would get satisfaction from the following areas: very quick services, less time wastage, and linkage with Namanga border.

Table 4.9: Areas of One Stop Border Post Satisfaction

Busia Border Station			**Oloitokitok Border Station**		
Areas	**Frequency (n)**	**Percent (%)**	**Areas**	**Frequency (n)**	**Percent (%)**
Infrastructure	3	7.9	Infrastructure	1	20.0
Collaboration among agencies	3	7.9	Services are very quick	1	20.0
Security of goods	7	18.4	Expeditions	1	20.0
Communication	1	2.6	Less time wastage	1	20.0
Customs procedures	2	5.3	Linkage with Namanga	1	20.0
Immigration process	5	13.2			
Training	2	5.3			
Documentation	1	2.6			
Verification	1	2.6			
Health	2	5.3			
Kenya Revenue Authority	1	2.6			
It’s fast	2	5.3			
Improved transparency	1	2.6			
Scanning	1	2.6			
Tax payments	1	2.6			
Clearance of travelers	2	5.3			
Working relations	1	2.6			
Trade	2	5.3			
Total	**31**	**100**		**23**	**100**

Source: Author (2020)

4.5.6 Areas that Require Improvement

On the areas that require improvement the respondents who participated in the study from Busia border station cited major areas to be improved as infrastructure (18.5%), followed by security checks with 14.8% and staffing (11.1%). Other areas of improvement mentioned by the respondents were as follows: training of Uganda police on customer care; training citizens on documents required for travelers; full implementation of OSBP activities on both countries; lighting system; parking areas; inadequate personnel; verification of goods; human scanners; limited space; procedures of crossing the border while trading; technology and storage. Some traders and travelers from Oloitokitok border station suggested that incase their respective border post would embrace the idea of OSBP they would prefer improvement in employment of more officers, more corporation between the two countries (Tanzania and Kenya), as well as systems that are very efficient as indicated in Table 4.9.

Table 4.10: Areas which Requires Improvement

Busia Border Station			Oloitokitok Border Station		
Areas	**Frequency (n)**	**Percent (%)**	**Areas**	**Frequency (n)**	**Percent (%)**
Training of Uganda police on customer care	1	3.7	Employ more officers	1	33.3
Training citizens on documents required for travelers	1	3.7	More corporation between the two countries	1	33.3
Staffing	3	11.1	Systems that very efficient	1	33.3
Full implementation of OSBP	1	3.7			

activities on both countries				
Security checks	4	14.8		
Lighting system	1	3.7		
Parking areas	2	7.4		
Inadequate personality	1	3.7		
Verification of goods	1	3.7		
Infrastructure	5	18.5		
No human scanners	2	7.5		
Limited space	1	3.7		
Procedures of crossing the border while trading	1	3.7		
Baggaging	1	3.7		
Technology	1	3.7		
Storage	1	3.7		
Total	**27**	**100**	**3**	**100**

Source: Author (2020)

4.5.7 Rating Areas of Satisfaction

The respondents from Busia border station were required to give their views on the statements regarding the extent to which they were satisfied with the following areas: This was based on the likert scale of 1-5 from which 1 represented very satisfied, 2 satisfied, 3 neutral, 4 dissatisfied, while 5 very dissatisfied. The output provided in Table 4.10 indicates that to a very high extent respondents were found to be satisfied with the easiness of crossing the border given a mean value of 1.77 and a standard deviation of 0.69; speed of service was also highlighted as an area where respondents in Busia border station were satisfied with to a very great extent as it provided a mean value of 1.87 and a standard deviation of 0.63. This was followed by the aspect of convenience of process flow which reported a mean value of 1.95 and a standard deviation of 0.80. Other areas of satisfaction within Busia border station included information availability; security and safety; attitude

of officers; as well as general ambiance. However, the respondents were neutral on the aspect of accessibility of road and parking area. The results would imply that the main aspects of satisfaction by traders and traveler who pass through Busia border station are ease of crossing the border; speed of service; and convenience of process flow as illustrated in table 4.8 below.

Table 4.11: Rating Areas of Satisfaction within Busia Border

Areas of Satisfaction	N	Minimum	Maximum	Mean	Std. Deviation
Ease of crossing the border	22	1.00	3.00	1.7727	.68534
Speed of service	23	1.00	3.00	1.8696	.62554
Convenience of process flow	21	1.00	4.00	1.9524	.80475
Information availability	22	1.00	4.00	2.0455	.89853
Security and safety	21	1.00	4.00	2.0952	.88909
Attitude of officers	21	1.00	4.00	2.0952	.99523
General ambiance	21	1.00	4.00	2.2381	.83095
Access road and parking area	22	1.00	4.00	2.6818	.99457

Source: Author (2020)

The respondents further commented that the road is congested with so many trucks, traders, and other people who use the OSBP. There is therefore need for creating space for trailer park to avoid congestion along the road and within the OSBP to avoid risks of accident. The place needs signage to clearly direct clients to the different agency's offices especially the Annex buildings. Each and every department within the OSBP to continue with good spirit of their service to their customers for a better relationship within OSBP. The OSBP is a noble idea and should be implemented at all land ports of entry. The border management meetings should be regular to enhance good practices at the border. Generally, the establishment of OSBP has changed the Busia border post and it is recommended that all borders should have OSBP. However, there are a lot of uncontrolled entry points within Busia border which should be controlled to ensure all passengers

crossing are cleared in the office. The internet connectivity within cross-border offices are not up to date in other offices hence delay in online processes. The roads are so narrow which needs improvement and immigration officers are the first contact and they need protective gears to be safe.

On the contrary, the respondents who were based in Oloitokitok border station indicated that they were very satisfied with issue of attitudes of officers (Mean = 1.33, Std = 0.58). Apart from that, the respondents were not satisfied with the following aspects; speed of service; ease of crossing the border; information availability; general ambiance; access road and parking area; security and safety; as well as convenience of process flow since these provided mean values ranging from 2.0 to 2.33 respectively. It is therefore an indication that the only aspect which could be of satisfaction within Oloitokitok border station was officers' attitudes and convenience of process flow as shown in Table 4.9.

Table 4.12: Rating Areas of Satisfaction within Oloitokitok Border

Descriptive Statistics	N	Minimum	Maximum	Mean	Std. Deviation
Attitude of officers	3	1.00	2.00	1.3333	.57735
Speed of service	2	2.00	2.00	2.0000	.00000
Ease of crossing the border	2	2.00	2.00	2.0000	.00000
Information availability	3	2.00	2.00	2.0000	.00000
General ambiance	2	2.00	2.00	2.0000	.00000
Access road and parking area	3	2.00	2.00	2.0000	.00000
Security and safety	3	2.00	2.00	2.0000	.00000
Convenience of process flow	3	1.00	4.00	2.3333	1.52753

Source: Author (2020)

The respondents further commented that they are satisfied with services being quick and efficient; they also indicated that they would feel satisfied with addition of more officers.

4.5.8 The Effects of OSBP on Cross Border Mobility in East African Community

On the basis of a Likert scales of 1-5 ranging from strongly agree to strongly disagree the respondents were required to indicate their level of agreement with the effect of various constructs of the study on the cross-border mobility and the feedbacks are as shown in Table 4.12 for Busia border station and Table 4.13 Oloitokitok border station. It can be deduced that the government officers working at Busia border station alluded that legal aspect was affecting cross-border mobility to a great extent since it gave a mean value of 1.86 plus a standard deviation of 0.93. Cross-border mobility within Busia station was also found to be affected by coordinated border procedures with evidence of a mean value of 1.9310 accompanied with a standard deviation of 1.03272. Nevertheless, infrastructural facilities seem not to have much effect to cross-border mobility (Mean = 2.2581, Std of 1.23741).

Table 4.13: Responses from Busia Border Station

Descriptive Statistics	N	Minimum	Maximum	Mean	Std. Deviation
Legal framework	28	1.00	5.00	1.8571	0.93152
Coordinated border procedures	29	1.00	5.00	1.9310	1.03272
Infrastructural facilities	31	1.00	7.00	2.2581	1.23741

Source: Author (2020)

It was also noticed that clearance time had also reduced from two weeks to two hours. The set of rules and procedures which are put in the OSBP establishment must be followed for efficiency and effectiveness of smooth running of the OSBP. Harmonized laws of partner states are required for easy mobility. If procedures at the border are coordinated, it takes less time and increase efficiency. If possible, transactions should be done online for easy operation. Normally, most of the data is conveyed in the open for officer to confirm and

transparency should be the norm. There should be laws and policies to guide the implementation of OSBP. There should be elaborate procedures for clearing of persons and goods at OSBP. Infrastructure is key since every officer has to have the right environment and equipment in order to perform effectively. Due to the fact that there are many activities of information within the OSBP, there must be a meeting among departmental heads. The legal framework differs in different countries so it negatively impacts on cross border trade.

Some legal provisions may not favor some countries and border procedures which have not been implemented hamper smooth clearance of goods. Infrastructure need urgent attention and rules in form of legal framework are paramount in achieving law, order and fairness. There is need for the placement of scanners both for goods checkup at KRA and at immigration entrance. There seem to be coordinated system of operation among various government agencies.

Table 4.14: Responses from Oloitokitok Border Station

Descriptive Statistics	N	Minimum	Maximum	Mean	Std. Deviation
Legal framework	16	1.00	5.00	2.3125	0.94648
Coordinated border procedures	18	1.00	5.00	2.3333	1.02899
Infrastructural facilities	16	1.00	5.00	2.5000	1.26491

Source: Author (2020)

On the side of Oloitokitok border station, all the three constructs seemed not to have much effect on cross-border mobility since they provided weak mean values as follows: legal framework (2.3125), coordinated border procedures (2.3333), and infrastructure and equipment with a mean value of 2.5000. This is because Oloitokitok is a two- stop border post.

The government workers within Oloitokitok border explained that mobility of persons is hindered by the mostly non-tariff and other man-made barriers such that the laid down procedures which tend not to work in favour of customers. There is need for a lot of improvement on information sharing among the border agencies. Information sharing is not very good however there is improvement of infrastructure in our country. The Oloitokitok government officers stated that their neighbours from Tanzania have very strict rules on Kenyans trading on their side whereas they trade freely on Kenyan side. Smooth movement of people and good across the border can be properly facilitated when all agencies work in harmony. The above constructs are almost the same across the borders and sharing of information with counterparts is common, however, they are always coordinated by Tanzanian side.

4.6 Qualitative Analysis

The qualitative data was gathered through observation and interviews which were conducted on government officers who were drawn from various departments at the border including Kenya Revenue Authority, Directorate of Immigration Services (DIS), Police, Kenya bureau of standards (KEBS) and Port Health. Thereafter, recorded data underwent transcription and description through a pragmatic process based on thematic content analysis. This was done in line with topical focus, which was one stop border post as a facilitator of cross border mobility in East African Community being a comparative study of Busia and Oloitokitok border posts.

4.6.1 Observational Findings

Oloitokitok Border Station (two-stops station)

The researcher collected some qualitative data through observation where he found out that Government duty officers in Oloitokitok border station reported to work at 8.00 am and closed at 5.pm. Incidences of power outage are common in this border post, where passengers are cleared manually. On the Tanzania (Tarakea) side, there is no electronic clearance system, hence only manual passenger clearance. It was observed that travelers walk for about 5 minutes in between the clearance points of each country. The Oloitokitok border station is less busy as compared to Busia border and the border procedures are not harmonized. Some passengers who are cleared from one side are denied entry to the other side since there is less consultation. Poor infrastructure and equipment hinders traveler clearance (no facilities like toilets). Each country operates on its own individual laws and therefore posing a challenge of porous borders. The employees who work at this border do not share facility with their neighbouring country.

Busia Border Station (One Stop Border Post)

On the other hand, the researcher observed that the government duty officers within Busia border work in shifts as the station is operational 24 hours each day. There is an established clearance system at both sides of the border which operates 24hour/7days. Travelers were found to be cleared at one point. Busia was seen to be one of the busiest border posts. As compared to Oloitokitok side, there is harmonization of border procedures. It has good infrastructure and equipment, though roads were found to be too narrow. There is a common legal framework for both countries. This border station also experienced a

challenge of porous borders. Facilities like scanners for freight vehicles are shared between the two countries

4.6.2 Interview Feedbacks

Specific Roles at the Border

In the interview questions provided in the guidelines, the interviewees were required to state their roles at the border and the researcher received the following feedbacks:

A security officer at Busia border stated that his role at the border was

> "*…To ensure that the border is secure and well protected, as well as ensuring that travelers do not spend a lot of time at the border." "My role is to facilitate cross border mobility by ensuring that the premises are cleaned, repaired and that officers have the right gadgets to use at all times. Furthermore, I also ensure that all processes of clearing consignment that agency has interest is done in timely manner,*" said a Directorate of Immigration Services officer at Busia border station.

On the same note, a port health officer within Oloitokitok border station stated that

> "*…I have number of roles and these includes and not limited to screening of passengers for internationally notifiable diseases; vaccination of passengers for international notifiable diseases among others."*

In addition, a Kenya Bureau of Standard officer at the border revealed that his duty is

> "*…to verify consignment coming from partner state whether it is meeting the required standards regulating importation and exportation; inspection and*

clearance /export; ensuring regulation and compliance of all exports and import of fresh produce; monitoring the illegal entry of unapproved GMO in to the country; integrated surveillance and reporting as well as food quality control and issuance of relevant certificates.

"…We deal with data capture on the number of entries; facilitate legal travel; control the movement of vehicles and also revenue collection," stated one of the KRA officer at the border. An information and technology officer said that she was in-charge of "g*athering information on the progress and challenges affecting the facility and its contribution to the Big Four Agenda; coordinate women traders cross border as well as giving advisory services to customers concerning agricultural produce.*

"*…My major role is to facilitate entry and exit of persons, to prosecute the wrong doers and to do patrols for security purposes. I also have a duty of releasing cargo after verification"* stated one of the immigration officers at Busia border station.

Busia Border Station (One-stop Border station)

The government officers who worked at the one-stop-border-post within Busia border station were interviewed on questions relating to OSBP as follows.

How the new Infrastructural OSBP Facility Influenced Cross Border Mobility

The interviewer posed a question to government officers within Busia border to determine how new infrastructural OSBP facility influenced cross border mobility. One of the officers on duty stated that

> *"…OSBP has facilitated quicker movement of persons and goods. The agencies are able to clear consignment faster; the one stop concept has improved service delivery; and has led to reduction in clearance time which has reduced corruption cases and multisectoral approach in clearance."*

A Kenya Revenue Authority officer reiterated that *"…due to OSBP, the movement of vehicles is easy and free; movement is better controlled and structured; OSBP is more convenient and faster; the officers have good office space; OSBP has eased the mode of trade among the countries; and traders have known the official route to their business instead of hiding away.*

Another officer from the Kenya Bureau of Standard had this to say;

> *"…OSBP has opened up more business for both local and foreign investors from other areas; it has brought cooperation between government officers for both Kenya and Uganda hence improved service delivery; it has shortened procedures; led to proper or improved monitoring; as well being easily accessible." "OSBP has enabled easy control of movement and effect government regulation; traders and officials have good working relationship; it has eliminated clearance by each state; and people using porous crossing points have been influenced to use the new OSBP infrastructure,"* stated a security officer.

The Effect of OSBP on Organizational Structure

The interviewees were asked to respond to the aspect of organization structure being affected by the implementation of the OSBP at the Busia border post. One of the top

officials from the Directorate of Immigration Services said that *"the structure has not been affected however; OSBP has positively improved services which has contributed to reduced clearance time."* The top-level officers from Kenya Revenue Authority also shared similar sentiments where they said that the structure is narrow, it has called for more staff, increased volume and value of trade, the work load has increased, improved interaction among staffs of both countries, positively proper channel is being followed, and OSBP was more structured and well-coordinated.

> *"…Organizational structure has been affected in that gaps in the organizational structure have been exposed, where the information is shared slowly. The organization had to align itself to the new regulatory policy and structures. OSBP has simplified operations, hence affecting organization positively and therefore everyone has welcomed the initiative. Ultimately, this has brought about joint processes among agencies within OSBP"* (said an officer in Directorate of Immigration Services.

Institutional Challenges Facing Implementation OSBP at Busia Border

The interview as well addressed the aspect of institutional challenges which had faced the introduction of the OSBP at Busia border. The study findings showed that the entire implementation of one stop station is faced with the challenges of limited staff , less resources, poor infrastructure among others.

> *"…The process of OSBP is faced with the challenges of mindset of the community; low staff having to recruit staff in specified skills like fire hydrant operators; inadequate resources and also infrastructure,"* stated a KEBs officer at Busia

border station. To add on that, another officer reaffirmed that the OSBP implementation within Busia station is faced with challenges of

"…Inadequate staff , ineffective implementation of OSBP concept, technological expansion, institutional resources having been stretched to the limit, complicated to understand, lack willingness to change attitudes, lack of good will from some departments, poor internet connection and policies differing from different country."

Operational Challenges Facing Implementation OSBP at Busia Border

The researcher as well posed a question to determine whether there existed operational challenges in process of implementation of the OSBP at Busia border. A Security personnel at the Busia border station had this to say;

"…We have a challenge of lack of proper coordination by security personnel from either ends, poor surveillance equipment, lack of English knowledge, clearing and forwarding, frequent transfers of borders officials, confusion of older passengers, lack of infrastructure and inadequate staff."

Similar sentiments were given by a Directorate of Immigration Services officer who stated that, *"…there is lack of proper coordination, porous border, poor network system, lack of enough funding as well as other agencies not having enough manpower to run a 24/7 process."*

"…We experience various operational challenges key among them being; lack of key facilities e.g. scanners; insecurity and long process harmonization; essential

and mandatory infrastructure and funding; some community members shy away from using facility; and we also experienced a challenge in labour force where there is lack of enough staff at our border station," claimed a KRA officer on the side of Busia border.

Other Challenges Facing Implementation OSBP at Busia Border

When asked to state any other challenges that have faced the implementation of the OSBP at Busia border, the government officers within this station indicated that they had various challenges including: "communication infrastructure, OSBP being in the middle of one tribe, internet connection, lack of proper continuous training of officers, there seem to be a lot of uncontrolled entries, poor internet connectivity, insufficient parking in Kenyan side, use of 'Panya' (illegal routes) by travelers, some departments were found to lack staff, stall shortage, ignorance of some community members, communication infrastructure, non-harmonized policies between the two countries, lack of all agencies at OSBP, lack of adequate knowledge to traders (ignorance), the issue of porous border and black market trade."

Whether OSBP Establishment is a Success

There was a question on the interview guide which required interviewees to indicate their opinion on the establishment OSBP being a success.

"…Yes, I would agree that establishment of OSBP has been a success since the process has been automated leading to much improvement and eased the activities at the border." Said a port health officer at the border. In addition, a security officer supported by saying that *"it is a great success to all parties e.g. regulators, local*

community and traders. This has promoted trade especially for women who have now formalized their businesses."

Oloitokitok Border Station (two-stops station)

Comparison of OSBP to Two-Stops in Facilitating Cross-border Mobility

The government officials working in two-border stops were interviewed on various aspects under study. These mostly were addressed by government officers working at Oloitokitok border station since it was a two-stops border station under investigation. The first question interviewed under this sub-section required interviewees to state whether OSBP better facilitated cross border mobility than two-stops. It was revealed that OSBP seem to be more centralized and take less time; faster and efficient where one can easily interact with other officers for consultation.

> *"…Yes, proper monitoring and data capturing within OSBP stations minimizes smuggling if sensitization is done. When OSBP is implemented it reduces so many stoppages among the business people hence less time is now being expected,"* said a KRA officer. Another respondent echoed that *"time is wasted because of clearing at two posts as compared to stopping once for exit and entry formalities in one stop. Secondly, in OSBP, agencies from both countries are able to coordinate activities easily as matched with two stop stations.*

More so, they stated that OSBP is a better facility that helps in streamlining trade; very ideal for ease of movement; it simplifies trade by easing the process of clearing with time; the client knows what to be imported or exported. OSBP has reduced many stoppages hence the work is done fast; one stop is easier and faster than two stops; the travelers get

two stamps in the passport at one point; and OSBP facility has better control and faster delivery of services unlike two-stops border model.

Comparison of Security within OSBP and Two-Stops border Model

> *"…At a two stops border station, security is not guaranteed, but in one stop border post it is better and infrastructure is developed,"* said one of the security officer at the Oloitokitok border. Furthermore, an officer in Directorate of Immigration Services quantified that *"OSBP is the best as security officers from both countries share information and operate as a team; OSBP has improved security brought by coordinated and information sharing. Security at the two-stop border is not up to date as there are many fake agents around the building. I therefore prefer OSBP model to the two-stops model as it is well suited for all types of travelers."*

This is an indication that security is well improved under OSBP as compared to two-stops cross-border and this enhances open and free communication flow and joint surveillance

Institutional Challenges Affecting Two-Stop Model

The respondents indicated that two-stops model is faced with some challenges. An officer at the department of Kenya Bureau of standards mentioned that they encounter challenges of distance between two offices, interaction between the officers is not well harmonized, Network failure, under staffing as most offices have less staff.

> *"…Our border is porous; we have shortage of staff; duplication of duties; no framework to harmonize the legal instruments used; and many stakeholders*

involved hinder faster facilitation of persons," stated security personnel at the Oloitokitok border.

Furthermore, the government duty officials elaborated more institutional challenges to be poor infrastructure, sharing of information, inadequate facilities, and time wastage.

Operational Challenges Affecting Two-Stop Model

The study as well required the interviewees to give their views on the operational challenges within two-stop model. One of the security officers at the station said that

> *"…At this station we encounter challenges in terms of countries having different rules, wastage of time, as well as double inspection of goods and people."* Likewise, a Directorate of Immigration Services officer stated that *"yes, we experience some operational challenges whereby every institution does its work independently, poor coordination, lack of proper laws, little cooperation, lack of adequate vehicles, and we also have a challenge of security.*

Other Challenges Affecting Two-Stop Model

Other challenges mentioned to affect two-stop border station were as follows: no controlled movement; lack of information to the passengers; slow implementation of changes; slow flow of information; little cooperation; tools and machines for verification not well equipped; infrastructural challenges; temptations for officials to undermine other officials in other countries; ineffective management; user unfriendliness to customers and workers; application of law is not smooth; language barrier; and ignorance.

4.7 Discussion of Findings

This sub-section discusses the findings of the study in relation to theoretical implications and empirical comparisons. This was based on the theories used in the study as well as empirical studies reviewed by this research.

4.7.1 Comparison with Theory

The findings of this study have revealed an interdisciplinary theoretical implication. Territorialism theory appeared to be a pillar of the research as it focused on the sovereignty of the countries under investigation. The study established that each country has its own rules which, coupled with the need to conform the border procedures, mostly affect the movement of cargos and passengers across all borders. The legal framework and coordinated border procedures are instrumental as they form a basis of policy formulation in regards to cross border mobility.

Despite the fact that each country within east Africa is sovereign and exercise their powers in controlling of their boundaries and safeguarding their assets, the concepts and methods applied in territorialism theory can be used to help the countries sharing borders have common policies and regulations controlling cross-border mobility. The foundation of territorialism theory focuses much on the desire to have a sovereign state where countries can protect their own local interests. Unified and coordinated border procedures within OSPB have been found to save time since border procedures allow for a traveler to only clear once. The study found that there existed lack of harmonized policy between Kenya and Uganda on standardization of goods thus hampering trade. Most of the agencies are

not working as a team especially if one needs some information or data, and it's very difficult to access the border.

The concept of coordination theory was as well revealed in the study since the countries within the boundaries of East Africa were found to be faced with myriads of challenges towards coordination of cross-border mobility. The theory affirms that these kind of challenges results to dependencies in the organizations or states that constrain the efficiency of task performance. It was established that the countries within East Africa encounter challenges of mindset of the community; inadequate staff members; limited resources; poor infrastructure; ineffective implementation of OSBP concept, unsatisfactory technological expansion, poor internet connection and policies differing from different country among many others. Therefore, these dependencies may be intrinsic in the structure of the organization or Border States.

The findings further supported the ideology of Deutsch's cooperation theory where the actors are supposed to adjust their behavior towards reflection of anticipated or preferred or actual expectations of others through a process of policy coordination. The findings of the research revealed that with proper implementation, OSBP can open up more business for both local and foreign investors from other areas or countries. OSBP was also found to be instrumental in bringing about cooperation between government officers for both Kenya and Uganda hence improving service delivery.

Through cooperation, the cross-border mobility procedures tend to be shortened leading to proper or improved monitoring as well ease accessibility. Thus, cooperation theory helps in OSBP process by enabling easy control of movement and effectiveness of government

regulations. Individuals, parties, stakeholders as well as countries need to cooperate in order to assist one another in attaining their respective goals. However, those who compete and tend to differ in their policies and general procedures may frustrate others in their own favor of achieving goals. Parties cooperating should have proper communication which can make them identify problems and help their counterparts.

4.7.2 Comparison with Empirical Studies

The study has established that cross-border mobility is influenced by legal framework and coordinated border procedures. This concurs with the findings of the study done by Kramer (2010) which revealed that coordination led to improved interpersonal and inter-group relations, as such, it creates advance options in dealing with issues that emanate from intra-link and cross-cultural contexts. In addition, Viinamaki (2004) suggested that when coordination is efficient at all the administrative levels, cohesion, which is the common outcome, is achieved.

The study further revealed that despite all the benefits that OSBP has, there are still some border stations within Eastern African Community where the concept is yet to be implemented. Enright (1995) supported that coordination of multiple functions within and between organizations are mandatory in every activity and helps in evading difficulties and unintentional loses. Hossain and Rahman (2009), Kesino (2012) and Khaguli (2013) reported that automation of systems and trade facilitation performance are positively related. Moreover, Goldman (1965) found out that cooperation catalyzes productivity more so in compound tasks that involve coordination in an organization.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the study summary of findings as outlined in chapter four. Conclusions are also made with focus on the results of the research as well as suggestion of recommendations to be considered by the relevant authorities.

5.2 Summary of Study Findings

The main goal of this research was to ascertain the effectiveness of one-stop border posts (OSBPs) in facilitating cross border mobility in East African Community. Specifically, the study sought to determine the effectiveness of the legal frameworks; border procedures as well as infrastructure and equipment on cross border mobility in Busia and Oloitokitok border stations.

5.2.1 Main Findings

The findings revealed that the implementation of one stop border post facilitates cross border mobility within East Africa Community. Overwhelming majority of the respondents from Busia border post acknowledged being aware of the OSBP procedures. On the contrary, majority of respondents from Oloitokitok border station did not have knowledge of OSBP. However, they agreed that OSBP could be user-friendly. The study also established that OSBP positively improved services and contributed to reduced clearance time, simplified operations, and brought about joint processes among agencies.

The major OSBP areas that travelers and traders using Busia border were satisfied with includes; security and safety of goods, speed of service, ease of crossing the border, and the general ambiance. On the contrary, the respondents from Oloitoktok border station stated that they would be satisfied if border procedures could be harmonized and simplified and at both sides of the border.

Respondents from Busia border station cited major areas to be improved as infrastructure, security checks and staffing. On the other hand, traders and travelers from Oloitokitok border station would prefer more intra and interagency cooperation. Additionally, the respondents from Busia border revealed that cross border mobility in East Africa was mostly affected by legal framework and border procedures. Nevertheless, infrastructure and equipment seemed not to have much effect on it. On the side of Oloitokitok border station, all the constructs seemed not to have much effect on cross-border mobility.

The study established that various government agencies play different roles at the Border. Key among them being ensuring border security/protection (Police), facilitation of trade (KRA), screening and vaccination of passengers (Port Health), monitoring the illegal entry of unapproved goods(KEBS), travelers' data capture and control of illegal movement of persons as well as customer care (DIS). The research further established a number of institutional challenges facing implementation of OSBP at Busia Border. Key among them include low staffing, inadequate resources, poor infrastructure, and lack of key facilities.

It was discovered that implementation of OSBP at Busia border also encountered some operational challenges such as poor surveillance, lack of good infrastructure, porous border, poor network system and loss of livelihoods. All in all, the research concluded that OSBP establishment was a success.

5.2.2 Summary of Quantitative Findings

From the findings provided in the preceding chapter, the results show that more than a half of the respondents who were interviewed and responded to research questionnaire within both Busia and Oloitokitok stations were male. The findings show that most of respondents who participated in both stations were found to be in the in age bracket of between 36 and 50 years. The results further showed that majority of the border users who participated in the current research were government officers on duty.

It was revealed that almost a half of the traders and travelers under investigation had used Busia border for over two years. Similarly, approximately a half of the traders and travelers who responded to research questionnaire within Oloitokitok border station admitted to have used the border for over 2 years. It was revealed that majority of the respondents from Busia border were aware of the OSBP procedures. On the contrary, majority of respondents from Oloitokitok border station did not have knowledge of OSBP. They agreed that OSBP could be user-friendly.

The major OSBP areas that travelers and traders using Busia border were satisfied with included security of goods and immigration process. On the other hand, the respondents from Oloitoktok border station stated that they would get satisfaction from areas such as quick services, less time wastage and linkage with Namanga border. Respondents from Busia border station cited major areas to be improved as infrastructure, security checks and staffing. On the other side, some traders and travelers from Oloitokitok border station suggested they would prefer improvement in areas employment of more officers, as well as more cooperation between the two countries.

The results further showed that the main aspects of satisfaction by traders and travelers who pass through Busia border station were ease of crossing the border; speed of service; and convenience of process flow. On the other hand, the respondents who were based in Oloitokitok border station indicated that they were very satisfied with issue of attitudes of officers. The respondents from Busia border revealed that cross border mobility in East Africa was mostly affected by legal framework, and coordinated border procedures. Nevertheless, infrastructure and equipment seemed not to have much effect on cross-border mobility. On the side of Oloitokitok border station, all the constructs seemed not to have much effect on cross-border mobility.

Respondents from Busia border station cited major areas to be improved as infrastructure, security checks and staffing. On the other hand, traders and travelers from Oloitokitok border station would prefer more intra and interagency cooperation. The study also established that various government agencies play different roles at the Border. Key among which being ensuring border security/protection (Police), facilitation of trade (KRA), screening and vaccination of passengers (Port Health), monitoring the illegal entry of unapproved goods (KEBS), travelers' data capture and control of illegal movement of persons as well as customer care (DIS).It is worth noting that OSBP positively improved services and contributed to reduced clearance time, simplified operations, and brought about joint processes among agencies.

The research further established a number of institutional challenges facing implementation of OSBP at Busia Border. Key among them includes low staffing, inadequate resources, poor infrastructure, and lack of key facilities, for example there is

only one cargo scanner at the border which is situated at the Ugandan side and shared between Kenya and Uganda custom officers.

It was also discovered that implementation of OSBP at Busia border encountered some operational challenges such as poor surveillance, lack of good infrastructure, porous border, poor network system and loss of livelihoods, for example the clearing agents wo hitherto relied on facilitating traders and travelers at a fee lost their livelihoods as a result of information being available hence the traders and travelers no longer needed their assistance. All in all, the research concluded that OSBP establishment was a success.

5.2.3 Summary of Qualitative Findings

The study established that various government officials play different roles at the Border. Key among them being ensuring border security/protection, facilitation of trade, cleaning, repairing, screening of passengers, vaccination of passengers, verification of consignment, inspection and clearance of exports, monitoring the illegal entry of unapproved goods, data capture, control of movement of vehicles, and customer care.

The government officials who worked at Busia Border Station revealed that new OSBP infrastructure and equipment can influence Cross Border Mobility, facilitate quicker movement, enabled faster clearance of consignment, improved service delivery and enhanced better controlled and structured services. These had made OSBP to be more convenient, enabled OSBP to open up more business for both local and foreign investors, shortened procedures, as well as enabled easy control of movement and effect government regulation.

The study established that OSBP effected organizational structure through positively improving services which had contributed to reduced clearance time, exposed gaps in the organizational structure, simplified operations, and effected organizational structure by bringing about joint processes among agencies. The research further established a number of institutional challenges facing implementation OSBP at Busia Border. Key among them included mindset of the community, low staffing, inadequate resources, poor infrastructure, ineffective implementation of OSBP concept, technological expansion, as well as lack of good will.

It was discovered that implementation of OSBP at Busia border also encountered some operational challenges such as lack of proper coordination, poor surveillance, lack of good infrastructure, porous border, poor network system, lack of enough funding, lack of key facilities, insecurity and ignorance. In different aspect, the research realized that OSBP establishment was a success.

For those who were based at Oloitokitok Border Station being a two-stops station disclosed that OSBP seem to be more centralized and take less time as compared to their side of two stops. They revealed that OSBP seems to be faster and efficient where one can easily interact with other officers for consultation than two-stops border posts. The respondents indicated that security at two stop border security is not guaranteed, but in one stop border it is better and infrastructure is developed.

The study also discovered some institutional challenges affecting two-stops model. These included distance between two offices, interaction between the officers is not well harmonized, network failure, understaffing as most offices have less staff. Furthermore, it

was established that two-stops border posts encountered some operational challenges. They included countries having different rules, wastage of time, as well as double inspection of goods and people.

5.3 Conclusion of Findings

In conclusion, the study made inferences as follows: The research concluded that implementation of one stop border post has the ability of facilitating cross border mobility. It was discovered that despite all the benefits that OSBP has, there are still some border stations within Eastern African Community where the concept is yet to be implemented. The study established that clearance system at Busia border station is able to operate 24hour/7days. Travelers and traders are able to be cleared at one point and this enables faster clearance of people and goods hence an increase in number of border users making it to be one of the busiest border posts. On the other hand, the research established that OSBP is not currently implemented in Oloitokitok border station yet, but the findings showed that the workers and users on that side are yearning for it as they predict that it would be of more benefits as compared to two Stops Border post.

Further inferences were made that OSBP enables transparency and cooperation between the countries involved. Similarly, the study concluded that both border stations are faced with both operational and institutional challenges. It established that the stations encountered major challenges in terms of limited resources both financial and human, coordination challenge, and infrastructural challenge, among many others.

5.4 Recommendations Based on the Study Findings

It is therefore recommended that OSBP is the way to go as it has been found to facilitate cross border mobility effectively. OSBP has been found to bring about much benefit to both government and border users. Thus, the study suggests that relevant entities should implement OSBP at all the border stations within the Eastern African Community.

There is need to harmonize legal frameworks and border procedures which come along with the implementation of OSBP. The stakeholders should be involved in the implementation which should be done based on viable objectives and in set timeframes. This will help in lessening the glaring challenges since most of the key issues shall have been addressed.

5.5 Limitations of the study

The mass transfers of border officers across the country at the time of conducting the research limited the research findings as some of the anticipated respondents had either left or were in a hurry to leave the stations. This affected the study response rate. Additionally, this was a comparative study of only two border stations, the results could not be generalized beyond the two borders. Nevertheless, the comparative study of Busia and Oloitokitok borders is useful for exemplification and the beginning of a debate on the rationale and benefits of one stop border post over the two stops border post in enhancing cross border mobility in East Africa.

5.6 Suggestion for Further Research

This research focused on investigating how OSBPs facilitate cross border mobility in East African Community. This was a comparative study of Busia and Oloitokitok border posts. The study therefore, suggests that a similar research should be done at all the border stations within the Eastern African Community to establish how OSBP can enhance cross border mobility.

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APPENDICES

APPENDIX I: KENYA INSTITUTE OF MIGRATION STUDIES (KIMS)

Postgraduate Diploma in Migration Studies (PgDipMS)

(Data collection instruments: questionnaires and interview schedules)

My name is Maurice Odero. I am a student at the University of Nairobi pursuing a post graduate diploma course in migration studies. I wish to conduct a comparative study on OSBPs and cross-border mobility in Busia and Oloitokitok border stations. I therefore very kindly request you to respond to each of the following questions based on my research topic above. The information given shall be treated with strict confidence. Thank you.

Name (Optional)……

Mobile (Optional)……

Section 1: General Questions

1. **Gender** (Tick One)

    - Male
    - Female
    - Intersex

2. **Age in years** (Tick One)

    - 18-35
    - 36-50
    - 51 and above

3. **Type of user (Tick One)**

    - Cross-border traveler
    - Cross-border trader
    - Government duty officer

Section 2: Questions for travelers and traders

4. For how long have you been using this border? (Tick One)

    - Less than 1 year
    - Between 1-2 years
    - Over 2 years

5. (a)Are you aware of the OSBP procedures?

    - Yes
    - No

    (b) If yes, please explain…….

    ……

    …….

6. How user friendly has OSBP been since you started using it?

    …….

    …….

    ……

7. What are the areas that you are:

(a) Satisfied with the OSBP

Please list……

……..

……..

……..

……..

(b) Areas that require improvement?

……..

……...

8. Please rate your level of satisfaction in respect of the following:

Very satisfied (1), Satisfied (2), Neutral (3), Dissatisfied (4), very Dissatisfied (5)

(i) Speed of service

☐ ☐ ☐ ☐ ☐

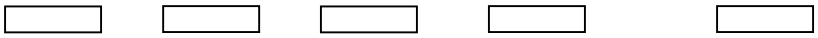
1 2 3 4 5

(ii) Ease of crossing the border

☐ ☐ ☐ ☐ ☐

1 2 3 4 5

(iii) Convenience of process flow



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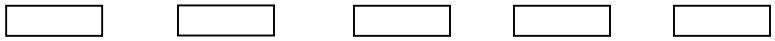
(iv) Attitude of officers



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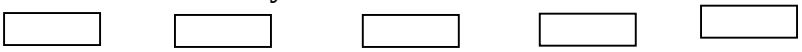
(v) Information availability



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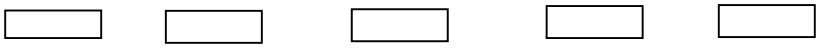
(vi) General ambiance



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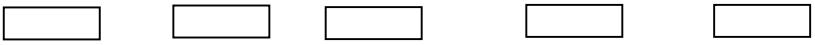
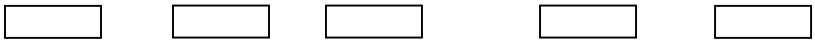
(vii) Access road and parking area



1 2 3 4 5

(viii) Security and safety



1 2 3 4 5

9. Any other comments you would like to make regarding performance of OSBP

.....

.....

Section 3: Interview questions for key informants

(Government duty officers)

10. To what extent do you agree that the following affects cross-border mobility in East Africa? (Please use the following key: 1=**Strongly Agree**, 2=**Agree**, 3=**Neutral,** 4=**Disagree**, 5=**Strongly Disagree**

a) Legal Framework **1, 2, 3, 4, 5**

b) Coordinated Border Procedures **1, 2, 3, 4, 5**

c) Information Sharing **1, 2, 3, 4, 5**

d) Infrastructural Facilities **1, 2, 3, 4, 5**

11. Please explain your answer in question 10 above

……..

……...

13**. If working at an OSBP**,

(a) were you given adequate training to equip you properly for new or different tasks and responsibilities that OSBP establishment has brought along?.....

……

(b) Do you feel motivated and supported enough by your organization to carry out your duties in the new OSBP setting?.....

……

(c) How has the new infrastructural OSBP facility influenced cross border mobility in your view?.....

(d) In your opinion, are the resources available enough to sustain the OSBP implementation process?.....

(e) In your opinion how has organization structure been affected by the implementation of the OSBP at the Busia borderpost?.....

(f) What are the institutional challenges that have faced the implementation of the OSBP at Busia border if any?.....

(g)What are the operational challenges that have faced the implementation of the OSBP at Busia border if any?.....

(h) Are there any other challenges that have faced the implementation of the OSBP at Busia border if any?.....

(i) Would you say the OSBP establishment is a success?.....

14. If working at a two-stop border post

(a) Do you think OSBP better facilitates cross border mobility? Kindly explain your answer…….

…….

(b) How do you compare border security under OSBP and the two-stops border model?.....

……

(c) Are there institutional challenges affecting two-stops border model?

……..

…….

(d) What do you consider as operational challenges facing the two-stops border posts?

……

……

(e) Are there any other challenges associated with the two-stop border posts in your view?.....

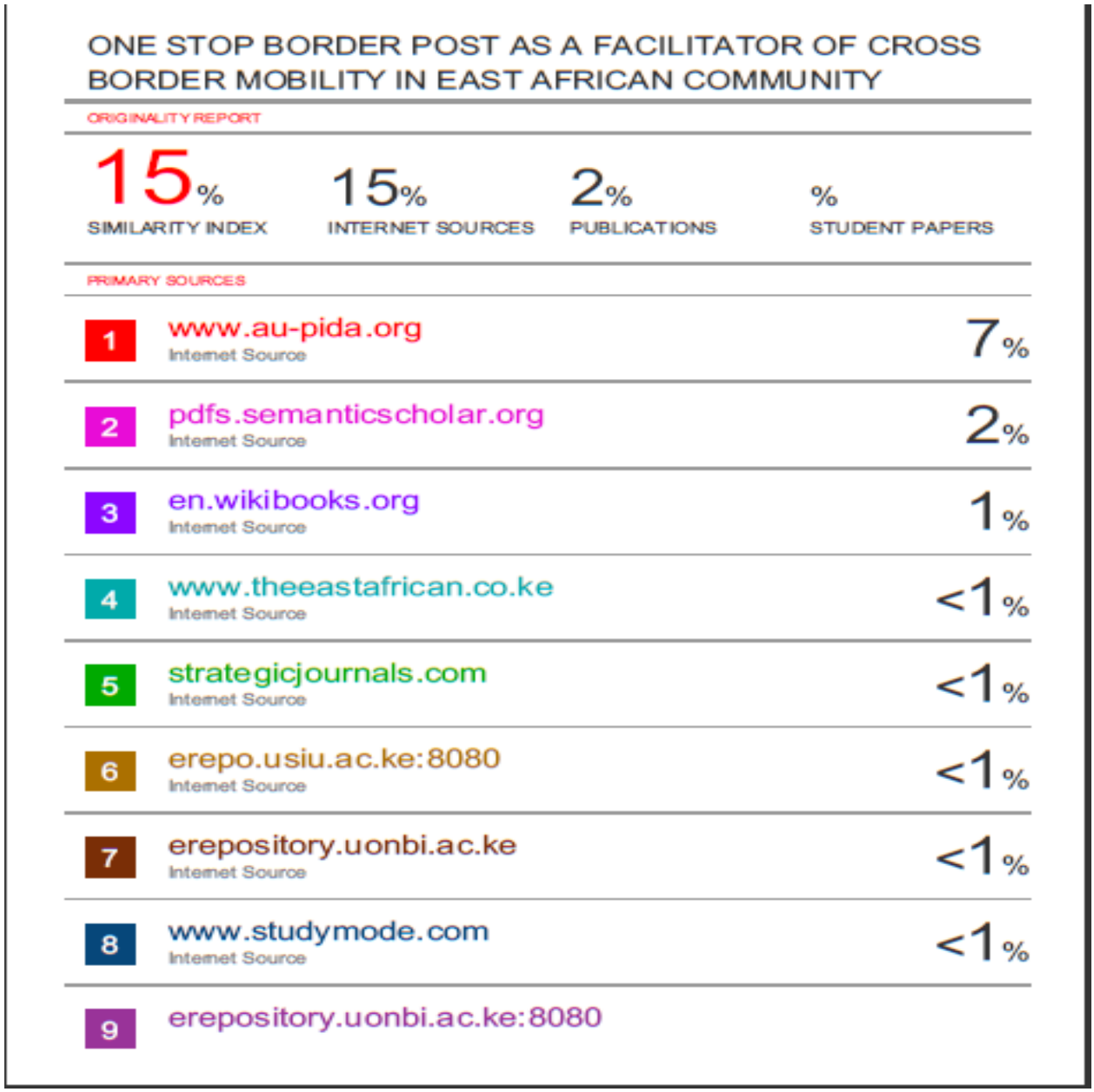
…….

……

……

THANK YOU!!

APPENDIX II: ORIGINALITY REPORT



ONE STOP BORDER POST AS A FACILITATOR OF CROSS BORDER MOBILITY IN EAST AFRICAN COMMUNITY

ORIGINALITY REPORT

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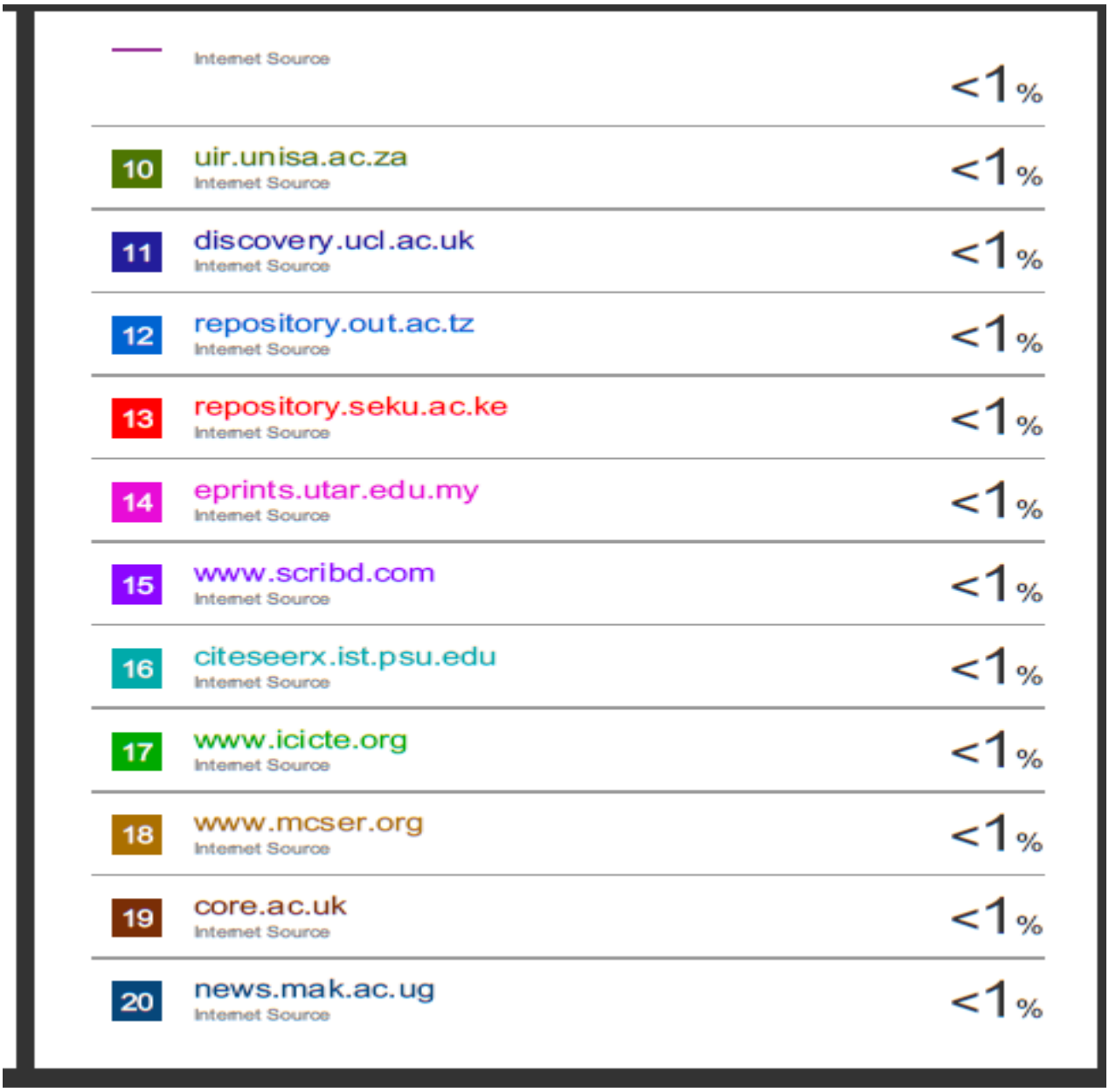

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in collaboration with Maastricht University

Directorate of Immigration Services

Website: www.immigration.go.ke
Email: kims@immigration.go.ke
Tel.+254-20-2222022/2212760
Fax: +254-20-2220731
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Director, Graduate School
University of Nairobi
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Date: 9/11/2020

RE: CERTIFICATE OF CORRECTION: MAURICE OKINYI ODERO-Q68/30618/2019

This is to certify that Mr. Maurice Okinyi Odero has effected corrections from the board of examiners.

Kenneth Goga.

Supervisor.