

**THE IMPACT OF TECHNOLOGICAL ADVANCEMENT ON THE INTERNATIONAL  
RELATIONS OF EAST AFRICAN STATES**

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REQUIREMENTS FOR THE AWARD OF MASTER OF ARTS DEGREE IN  
INTERNATIONAL STUDIES.**

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## DECLARATION

### DECLARATION

I hereby declare that this project is my original work and to my knowledge and has not been presented for award of a Degree or Diploma in any university.

Sign  Date 11<sup>th</sup> November 2013

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Registration Number: R50/68881/2011

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

Sign  Date 11/11/2013

Mr. Patrick .M. Maluki

## **DEDICATION**

**To my parents: Ben Rugendo Geoffrey and Christine Atieno Otiende- Rugendo. Thank you for believing in me and for your unfailing support.**

## **ACKNOWLEDGEMENT**

This project was prepared under the supervision of Mr. Patrick Maluki. I would like to thank him for his counsel, guidance and critiques which helped shape the study. I also thank him for helping me with the relevant reading material for the study. I am also grateful to my respondents for sparing their precious time to participate in my research. This study would not be complete without their input.

I am indebted to my parents for all the financial, moral support and academic input through the many long nights they kept awake to critique and advise me on how to make my work better. To my sisters Gift and Angel; you were a great source of encouragement and motivation all through the study. I hope I have made you proud.

I am grateful to my friends and classmates Edna, Caro, John Paul, Marvin, Keziah, Florence and Onesimus for their encouragement and support all through the study. You gave me the motivation to complete the course.

Finally I thank the Almighty GOD for his everlasting grace which saw me through this study.

## **ABSTRACT**

Technology has revolutionized communication to such an extent that to remain relevant one has to keep abreast with the changes since they affect every sector of society. International Relations is concerned with how states relate. Technology is crucial in effective management of the affairs of state. The focus of this study was; the effects that advancement in technology has on International Relations. The study was carried out at a time when the world has turned into a global village. Communication has tremendously improved and one has to strive to keep abreast. World affairs are conducted through technology. There is e-governance, e-commerce, e-learning, e-mail, e-this and e-that! The study looks at this advancement in technology and establishes the place it has in International Relations. Specific attention is given to the East African states. Firstly, the study looks at the various forms of technology that have existed and how they have influenced the conduct of International Relations. Further, the study follows the developments on these technologies over time. Data was collected from both primary and secondary sources. The data was analyzed and substantive conclusions drawn from the findings. The study found out that despite the few challenges that technological advancement has brought about, the gains of embracing technology have no match. As is the case in the undertaking of any serious study, the findings of the study can be used to inform policy formulation in the field of International Relations.

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## **LIST OF ABBREVIATIONS**

<b>AU</b>	<b>African Union</b>
<b>COMESA</b>	<b>Common Markets for East and South Africa</b>
<b>CNN</b>	<b>Cable News Network</b>
<b>EAC</b>	<b>East African Community</b>
<b>EACJ</b>	<b>East African Court Of Justice</b>
<b>EALA</b>	<b>East African Legislative Assembly</b>
<b>EASBF</b>	<b>East African Standby Force</b>
<b>EU</b>	<b>European Union</b>
<b>FP</b>	<b>Foreign Policy</b>
<b>G2B</b>	<b>Government to Business</b>
<b>G2C</b>	<b>Government to Citizen</b>
<b>G2G</b>	<b>Government to Government.</b>
<b>IB</b>	<b>International Business</b>
<b>ICC</b>	<b>International Criminal Court</b>
<b>ICT</b>	<b>Information Communication Technology</b>
<b>IGAD</b>	<b>Intergovernmental Authority on Development.</b>
<b>IGO</b>	<b>International Governmental Organization</b>
<b>INGO</b>	<b>International nongovernmental Organization</b>
<b>IR</b>	<b>International Relations</b>
<b>IT</b>	<b>International Trade</b>
<b>LAPSET</b>	<b>Lamu Port Southern Sudan Ethiopia Transport</b>
<b>MFA</b>	<b>Ministry of Foreign Affairs</b>
<b>MNC</b>	<b>Multinational Corporations</b>
<b>NGO</b>	<b>Non- Governmental Organization</b>
<b>SADC</b>	<b>South African Development Community</b>
<b>START</b>	<b>Strategic Arms Reduction Treaty.</b>

<b>UN</b>	<b>United Nations</b>
<b>VCDR</b>	<b>Vienna Convention on Diplomatic Relations</b>
<b>WTO</b>	<b>World Trade Organization</b>
<b>WWW</b>	<b>World Wide Web</b>

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## CHAPTER ONE: INTRODUCTION

### 1.1 Background of the Study

The study of International Relations involves the consideration of different perspectives of life across state borders. These include politics, economics, and social interactions. Human communities have communicated and interacted with one another over the centuries. They have created friendships and hostilities at one time or the other. The communities have also come up with strategies and attempts to resolve various situations. Notions of justice, fairness, right and wrong, good or bad have therefore become a shared culture as states have intermingled and created evident frameworks for free cooperation and collaboration.<sup>1</sup> Nevertheless, the conditions under which states have communicated and interacted with each other over the years have not been the same. Arguably, this has led to a situation where some states may be said to be more equal than others. The implication could also be that such states are more sovereign than others.

One of the fastest developing aspects of modern times is the field of communication technology. It has grown in leaps and bounds. It should be expected that this development will benefit humanity in the same way. However, the reality is different. Technological development has not followed a metrical dimension.<sup>2</sup> Various agents and structures have contributed in molding the world to what it is today.

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<sup>1</sup> Christian, R. S. (1997). *The Constitutional Structure of International Society and the Nature of Fundamental Institutions*: International Organization, vol. 51, No.4.

<sup>2</sup>Kwendi, S. N, (2011). *A Thesis on Sovereignty; Politico – Economic Intervention and the Development of Underdevelopment in Sub Saharan Africa*. University of Linkoping. Sweden.

All in all technology plays a key role in interstate interactions. These interactions shape and determine the conduct of world affairs which has been practiced over the centuries and has indeed changed drastically over the years.

Technology has really changed the conduct of IR. This is further enhanced by the influx of many influential non-state actors. Such actors include Multi-National Companies and International Non-Governmental Organizations who wield such power that can rival that of the state. This has redefined traditional International Relations and its conduct. Advanced developments in communication have in many ways rendered the national boundaries nonexistent. Easily accessible information has aided citizens to interact with others with great ease. This development has also helped develop trade. Business transactions are carried out from far distances. There are many business partners who have never been physically together yet they have successful ventures. All their business is conducted through technology. The advent of cable television and the World Wide Web also referred to as the internet have opened unlimited avenues for communication. Emails, blogs, websites, social media platforms such as twitter and Facebook among others have also increased avenues for accessing information. They have also been used to mobilize people with similar ideology to share and communicate ideas, though at times, for the wrong course. Foreexample, due to such development in ICT terror groups like the Al Shabaab based in Somalia have used this ICT platform to advance their ideology, solicit for funds and even plan attacks. Advancement in technology has changed the conduct of Diplomacy. The numerous non-state actors have not only altered the functions of Diplomats but also greatly influenced the Foreign Policy formulation and implementation mechanism.

This study seeks to look at the relationship between technology and International Relations. It seeks to explore the impact that various technologies have on the conduct of International

Relations and how advancements of Information Technology have informed the conduct of contemporary International Relations in the East African region.

### **1.2 Statement of the Problem**

Technology has on one hand brought better ways of conducting business, communicating, helped inform the East African citizenry on International Affairs mainly Diplomacy and Foreign Policy, improved living standards and even helped demystify many stereotypes. The same technology has also posed threats to security for the East African countries. It has led to the redefinition of Foreign Policy formulation and implementation for the East Africans; and has further been seen as almost rendering Diplomats redundant. This study looked at how advancement in Information and Communication Technology has affected the conduct of international relations among the East African States.

### **1.3 Objectives of the Study**

The general objective was to look at the role of technology on the conduct of International Relations in the East African Region. The specific objectives of the study were:

1. To explore how ICT has affected the East African States' Foreign Policy formulation and implementation process and conduct of Diplomacy.
2. To examine how technology affects the International Security status of East African States.
3. To find out the impact of advancement in ICT on International Trade among the states of East Africa.

## **1.4 Research Questions**

- 1. What is the Impact of advancement in technology on the conduct of Diplomacy and Foreign Policy formulation and implementation among the East African States?**
- 2. How has the advancement in ICT affected the International Security for the East African States?**
- 3. What is the impact of advancement in technology on the conduct of International Trade for East African States?**

## **1.5 Justification of the Study**

The findings of this study will be informative on the positive as well as the negative impact of technology on the conduct of International Relations. The findings will also be availed to both academics and policy makers in an effort to enhance policy making mechanism.

### **1.5.1 Academic Justification**

The findings of this study will be used to enlighten academics on the effects that Information Communication Technology has on the conduct of IR in regard to Modern Day Diplomacy, Foreign Policy Formulation and Implementation, International Business and International Security.

Further the findings of the study can be used in the formation of theories that will explicate the relationship between Information Communication Technology and International Relations. The findings of the study will also be used by scholars in the field of IR to explain the shifting nature of IR; the shift from the traditional realist thinking to a new digital age that is less oriented to hard power- The age of soft power politics.



The findings of the study will also be used by researchers as a point of reference in regard to Diplomacy, Foreign Policy, International Trade and Security matters technological uptake by the East African Countries.

### **1.5.2 Policy Justification**

The findings of the study will outline the positive and negative effects that Information Technology has on the conduct of International Relations. Therefore it will inform policy makers in the fields of Foreign policy, Diplomacy, International trade and International Security in decision making. Policy makers in the field of International Trade can use the findings of the study to draft policies that will govern the conduct of e-commerce prudently. They can also draft laws both at the local, regional and international level to ensure proper conduct of e-trade. Those in Diplomacy and Foreign Affairs can use the findings of the study as motivation to enhance their ICT skills and uptake in their operations.

### **1.6 Scope of the Study**

The study focused on the East African Community region. It looked at the nature of relations between Kenya, Uganda, Tanzania, Rwanda and Burundi. It further examined how the developments of technology have affected the relations of these states in recent years.

### **1.7 Definition of Terms**

**International relations-** These are the ties and interactions that take place between states and go beyond national borders.

**Diplomacy-** This is the conduct of Relations between states, in a friendly manner in order to maintain peace and security and foster international cooperation.

**Foreign policy-** These are the plans that a government or a state uses to safeguard and achieve its set out National Interests.

**International trade-** The exchange of goods and services between producers and consumers beyond national borders.

**Information Communication Technology-** Technology used in communication.

**Impact-**The effects that technological advancements have on the conduct of International Relations.

**Advancements-** The developments that have taken place with regards to Information Communication Technologies.

**East Africa Community-** The region in the Eastern part of Africa whose membership comprises of Kenya, Uganda, Tanzania, Rwanda and Burundi.

**Social media-** The platforms of interaction between virtual communities like Twitter and Facebook that people use to communicate, share and network.

**WWW-WORLD WIDE WEB-**is a system of interweaved hypertext documents accessed through the Internet. With a web browser, one can view web pages that may contain text, images, videos, and other multimedia, and navigate between them via hyperlinks.

**E- Commerce-** A type of business where buying and selling of products or services is carried out over electronic systems such as the Internet and other computer networks.

**E-Governance-** E-Governance is the application of Information and Communication Technology (ICT) for delivering government services, exchange of information communication

transactions, integration of various stand-alone systems and services between Government-to-Citizens (G2C), Government-to-Business (G2B), and Government-to-Government (G2G) as well as back office processes and interactions within the entire government frame work.

## **Chapter Outline**

Chapter one is the introductory chapter of the project. It gives a background of the relationship between the Information Communication Technology and International Relations. It also looks at the problem statement, research objectives, research questions and finally the policy and academic justification for the study. Chapter two looks at the current existing Literature regarding the effects that ICT has on the conduct of Diplomacy, Foreign Policy formulation and implementation, International Security and International Trade. This literature is analyzed at the international level, the regional level that is Africa and finally the local level which is the East African Region. The chapter also includes the theoretical framework that informs this study. Chapter Three focuses on the Research Methodology, looking at the research designs, sampling procedures, data collection methods and finally data analysis methods. Chapter four focuses on the data presentation and analysis methods that will be used in the study. The collected data is critically analyzed and used in coming up with inferences. Chapter Five which is also the last chapter of the study looks at the interpretation of the data collected. This chapter also has the conclusion and recommendations that result from findings of this research.

## **CHAPTER TWO: LITERATURE REVIEW**

### **2.1 Introduction**

This chapter reviewed the existing literature, analyzing the relationship between the Information Communication Technologies and International Relations. It looked at previous studies on how ICT has affected Diplomacy, Foreign Policy and International Trade. Information was presented from three perspectives, international level, regionally and locally.

### **2.2 Relations among East African States.**

East African States share common borders and are in the same geographical region. The communities of East Africa have so much in common. These range from social cultural to economical as well as political inclinations. For starters, the demarcation of East African boundaries was set along physical natural features such as rivers and also imaginary lines that did not think much about the societies. It is not a wonder therefore that some communities live across the borders. For example the Teso live in both Uganda and Kenya. Indeed some families literally have siblings with different citizenry. One of the most prominent families that found themselves in this predicament is the Awori family, who at one time had one son as the Vice President in Kenya and the other son was a Member of Parliament in Uganda. To the far North of East Africa, the Somali live in both Somali and in a vast part of Kenya. The world famous icons of cultural identity live across the borders of Kenya and Tanzania. It can therefore rightfully assume that the East African peoples are brothers and sisters.

Before the pre-colonial era, the people lived in relative harmony. This is not to say that there was no friction. No. Community conflicts have been there since time immemorial. There used to be border conflict and even fights over grazing grounds. However when such conflicts occurred,

there were set and agreed mechanisms of conflict resolutions. Diplomacy did not come with the colonialists. In the traditional community set up in East Africa there were renowned diplomats endowed with negotiation and reconciliatory skills. Such people came in handy to foster peace and harmony among the communities of the East African Countries. In the early days, there was booming trade which involved the exchange of goods in the so called 'butter trade.'

The advent of colonialism changed the way of doing things and even relations among the peoples of East Africa. Though the three main countries of East Africa were eventually colonized by the British, it is remembered that at one time, Tanzania was a German Territory. The two colonial powers were very different in the way they ran their colonial administrations. Their different approaches must have had a divisive effect on the communities.

The colonialist were very systematic in the divide and rule approach to the African communities. This was a big blow to the communities who would rarely agree to take a common stand on certain issues that affected them. The people were pampered with the wrong facts and thus even with independence, there was unending suspicion. It was therefore not a wonder that the original African Community which was founded soon after independence, crushed in 1977.

The countries of East started on rather different ideological paths upon attaining independence. On the one hand there was Mwalimu Julius Nyerere of Tanzania with his Ujamaa (African Socialism.) To the North, Kenyatta's Kenya was unapologetically capitalistic. Uganda, unfortunately, was faced with a calamity of coup after coup.

It is appreciated that there have been diplomatic contacts between East African States themselves on the one hand and on the other hand between the said states and the outside world. The East African Region has experienced different periods of time; each period with different mode of

communication. These epochs include, the slave trade age, the informal colonialism, colonialism itself, liberation (referred to as 1<sup>st</sup> liberation by many in Kenya), neo-colonialism and the present times (also seen as the period of second and true liberation). These periods have left milestone in the history of the region. In the past one had to cross a physical border to get to another state. Far from that, in the present times, it is common for people to trot across the globe at the push of a button. Technology has turned the world into a small village.

Regional integration has been the key goal of the EAC since its formation in the early post-independence years to its reestablishment in the late 1990's. The community has fostered integration in many different ways. One such instance is the establishment of an East African legislative assembly.<sup>3</sup> Politically the community is also striving to achieve a consolidated common foreign policy. The partner states adopted an EAC protocol on foreign policy coordination in 2010. In this protocol it was agreed that, firstly, diplomatic missions of the individual states have to coordinate their positions in multilateral forums and hold joint briefings and presentations on issues that are of interest to the community.<sup>4</sup> They also have to jointly promote the EAC's regional projects and act as the representatives of both their individual countries as well as the entire region in their respective diplomatic missions. Likewise they agreed on consultation between member states when a partner state wants to front an individual for a job in international organizations. They have committed to support and indeed lobby for one of their own for appointment at the UN or AU.<sup>5</sup>

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<sup>3</sup> [www.eac.sg.int](http://www.eac.sg.int)

<sup>4</sup> [www.eac.sg.int](http://www.eac.sg.int)

<sup>5</sup> *ibid*

East African countries are members of other inter-governmental organizations like the AU, the UN, IGAD, COMESA and the Common Wealth among others. They have greatly supported these organizations. For instance Uganda and Burundi sent forces in AMISOM in support of the AU mission in Somalia. On the other hand, Kenya has hosted hundreds of thousands refugees from conflict torn neighbors; Somalia, Sudan and even Rwanda.

All the countries of East Africa are signatories to the Rome Statue. Tanzania even hosts an International Criminal Court tribunal in the city of Arusha. In a recent show of solidarity the member states have been calling for the withdrawal of the crimes against humanity charges against the Kenyan president, his deputy and one journalist. Still if the case is not withdrawn, the countries would rather it was conducted at the Arusha Court rather than Hague in the Netherlands. It is worth noting that parts of the proceedings of the case so far have been relayed live through the use of modern communication technology. Furthermore, there have been request that the future proceedings be conducted through teleconferencing rather than have the accused attend the trial in person. This demonstrates the extent to which advancement in technology has influenced the conduct of international affairs.

In matters of trade the partner states have traded with each other over the years, going back even long before colonization. The EAC members are key trade partners. For instance, Uganda is a key trade partner to Kenya. The states have cooperated for many years. They developed a customs union in 2005, which led to a 40% growth in inter-state trade from 2005 to 2009. <sup>6</sup> Further, the development of a common market in 2010 has heightened trade and increased investments in the services sectors. These include banking, insurance and tertiary education.

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<sup>6</sup> [www.eac.sg.int](http://www.eac.sg.int)

For instance the Mount Kenya University, a private university in Kenya, has opened a campus in Kigali, Rwanda.

It is envisaged that through the application of technology, a lecturer at the main campus in Thika, Kenya, could teach their students in all the campuses and other colleges at the same time!<sup>7</sup>

There have been other numerous joint ventures among the member countries. These include the establishment of the East African business council, “the JuaKali,” an association formed by the private sector to counter the effects of globalization; common roads venture like the LAPSET; common railway project and a IT platform. This is outlined in the 4<sup>th</sup> East African development strategy plan (2011-2016).<sup>8</sup>

It is true that much progress has been made towards the integration of the East African countries. Nonetheless, much more than has been achieved remains. Economic integration faces varied impediments such as the fear that the stronger economies will overpower the weaker ones.<sup>9</sup> Labor mobility that is brought about by the establishment of a common market and relaxed customs requirements is feared to have increased competitiveness and seen as a disadvantage to the less skilled and the unskilled workers in the region.

As regards security, cooperation and connectivity, the geographical closeness of the partner states leads to a situation where a security condition or threat in one country is seen as a threat to all the other partners. The porous borders in the region have also led to the insecurity situation with the movement of criminals from one state to the other on the increase.

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<sup>7</sup> [www.eac.sg.int](http://www.eac.sg.int)

<sup>8</sup> [www.eac.sg.int](http://www.eac.sg.int)

<sup>9</sup> *East African Community, report of the team of experts on addressing the fears, concerns and challenges of East African federation. October, 2011. pp. 12-13.*



Various causes have led to insecurity. Terrorism, piracy and community conflict in competition over natural resources are a common threat in the region. For instance the existence of the terrorist group Al Shabaab in Somalia poses security threat to all the EAC member states. They have been known to blow up installations in Kenya, Uganda and even Tanzania. On the other hand, the increased influx of refugees from conflict zones poses security risks; it creates a fertile environment for the criminal gangs and the terrorists to flourish.<sup>10</sup>

Cross border conflicts among the East African states have existed for many years even before the scramble for Africa by the Europeans. These conflicts have not only been among East African states but also with other neighbors who are not members of the East African Community. Almost all of the conflicts sources are natural resources in the region. The conflicts are mainly over oil and gas resources.<sup>11</sup> Such misunderstandings include; the conflict between Tanzania and Malawi over oil and gas exploration in Lake Nyasa; the conflict between Uganda and DRC over Lake Albert region which is also richly endowed with oil and even the conflict over fish-rich Migingo Island between Kenya and Uganda. Though these conflicts exist the relations between the EAC states have been largely peaceful. Indeed the EAC countries have agreed to resolve their issues diplomatically. A case in point is the Migingo conflict about which the two governments have established a joint commission to look into the issue and ways of solving the problem amicably. The process is still in progress.<sup>12</sup>

It is appreciable that despite the misunderstandings of the past, there are scaled efforts to integrate the peoples of East Africa beyond the boundaries.

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<sup>10</sup> East African Community, peace, security and good governance initiatives and strategies for sustainable integration. (Brief to UN member States) 18<sup>th</sup> October 2010.

<sup>11</sup> The East African Kenya, Tuesday, 28 August 2012. *East Africa: Simmering border disputes in battle to control oil and gas*. Available at [www.afrika.no/Detailed/22135.html](http://www.afrika.no/Detailed/22135.html). retrieved june2013

<sup>12</sup> Okumu, W, (2010). *Journal of East African Studies; Resource and Border Disputes in Eastern Africa*. Vol4, No.2. July. Retrieved June 20 2013

There is talk of removing most if not all trade barriers, particularly at the border points. Further there is renewed effort to revamp the newly resurrected East African Community.

The region has further developed security mechanisms like the East African standby forces, IGAD, EACJ to counter the security situations. They also have common defense strategies that help integrate their armies through frequent joint games and sports and even frequent consultative meetings of the top military brass.

It is appreciated that there have been contacts between the East African States themselves on the one hand and on the other hand between the said states and the outside world. The East African Region has experienced different periods of time; each period with different mode of communication. These epochs include, the slave trade age, the informal colonialism, colonialism itself, liberation (referred to as 1<sup>st</sup> liberation by many in Kenya), neo-colonialism and the present times (also seen as the period of second and true liberation). These periods have left milestone in the history of the region. In the past one had to cross a physical border to get to another state. Far from that, in the present times, it is common for people to trot across the globe at the push of a button. Technology has turned the world into a small village.

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<sup>13</sup> [www.eac.sg.int](http://www.eac.sg.int)

Politically the community is also striving to achieve a consolidated common foreign policy. The partner states adopted an EAC protocol on foreign policy coordination in 2010.<sup>14</sup> In this protocol it was agreed that firstly diplomatic missions of the individual states have to coordinate their positions in multilateral forums, hold joint briefings and presentations on issues that are of interest to the community. They also have to jointly promote the EAC's regional projects and act as the representatives of both their individual countries as well as the entire region in their respective diplomatic missions. Likewise they agreed on consultation between member states when a partner state wants to front an individual for a job in international organizations. They have committed to support and indeed lobby for one of their own for appointment at the UN or AU.<sup>15</sup>

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<sup>15</sup>

live through the use of modern communication technology. Furthermore, there have been request that the future proceedings be conducted through teleconferencing rather than have the accused attend the trial in person. This demonstrates the extent to which advancement in technology has influenced the conduct of international affairs.

In matters of trade the partner states have cooperated for many years. They developed a customs union in 2005, which led to a 40% growth in inter-state trade between 2005 and 2009. Further the development of a common market in 2010 has heightened trade and increased investments in the services sectors. These include banking, insurance and tertiary education. For instance the Mount Kenya University, a private university in Kenya, has opened a campus in Kigali, Rwanda. It is envisaged that through the application of technology, a lecturer at the main campus in Thika, Kenya, could teach their students in all the campuses and other colleges at the same time!<sup>16</sup>

There have been other numerous joint ventures among the member countries. These include the establishment of the East African business council, “the juakali” an association formed by the private sector to counter the effects of globalization; common roads venture like the LAPSET; common railway project and a IT platform. This is outlined in the 4<sup>th</sup> East African development strategy plan (2011-2016).<sup>17</sup>

It is true that much progress has been made towards the integration of the East African countries. Nonetheless, much more than has been achieved remains. Economic integration faces varied impediments such as the fear that the stronger economies will overpower the weaker ones.<sup>18</sup>

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<sup>16</sup> ibid

<sup>17</sup> ibid

<sup>18</sup> *East African Community, report of the team of experts on addressing the fears, concerns and challenges of East African federation. October, 2011(pp. 12&13).*

Labor mobility that is brought about by the establishment of a common market and relaxed customs requirements is feared to have increased competitiveness and seen as a disadvantage the less skilled and the unskilled workers in the region.

As regards Security cooperation, connectivity and geographical closeness of the partner states leads to a situation where a security condition or threat in one country is seen as a threat to all the other partners. The porous borders in the region have also led to the insecurity situation in the region with the increased movement of criminals from one state to the other. Various causes have led to insecurity. Terrorism, piracy and community conflict in competition over natural resources are a common threat in the region. For instance the existence of the terrorist group Al Shabaab in Somalia poses security threat to all the EAC member states. They have been known to blow up installations in Kenya, Uganda and even Tanzania. On the other hand, the increased influx of refugees from conflict zones poses security risks; it creates a fertile environment for the criminal gangs and the terrorists to flourish.<sup>19</sup>

However the region has developed security mechanisms like the East African standby forces, IGAD, EACJ to counter the security situations. They also have common defense strategies that help integrate their armies, like frequent joint games and sports day and the meetings with the top military officials.<sup>20</sup>

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<sup>19</sup> East African Community, peace, security and good governance initiatives and strategies for sustainable integration. (Brief to UN member States) 18<sup>th</sup> October 2010.

<sup>20</sup> [www.eac.com](http://www.eac.com)

### 2.3 Information Technology Era and Diplomacy.

Communication is vital for Diplomacy.<sup>21</sup> Communication and any advancement in it have tremendous effects on Diplomacy from the telegraph years to telephone and now the most recent development Information Communication Technology- the internet.<sup>22</sup> These developments have radically reduced the costs of communication and increased its speed, leading to increased actor participation in Foreign Policy formulation and implementation process.<sup>23</sup> The actors use the technologies to communicate as well as a source of information.

Amplified privatization of these technologies have enabled the non-state actors access more and new information. By use of satellites information that was a preserve of state organs is now easily accessible. Though these satellites have augmented information flow they have their shortcomings; they lack the ability to critically look at one issue or event at a time. Similarly they are prone to poor weather conditions and further lack the ability to judge and determine human intentions and capabilities.<sup>24</sup> Governments are also using these technologies to gain public support for their policies both abroad and at home.<sup>25</sup> As delineated in the Vienna Convention on Diplomatic Relations (VCDR) of 1961, Diplomat's main functions are collection of information, receiving and imparting of message to and from their sending states, negotiating on behalf of the

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<sup>21</sup>Nicolson, H. (1954). *The Evolution of the Diplomatic Method*. London: Constable.

<sup>22</sup>Gottermoeller, R. (2012). *Diplomacy in action; from telegraph to twitter; Arms Control Diplomacy in the Information Age*. [www.state.gov/t/avc/rls](http://www.state.gov/t/avc/rls). retrieved 3 June 2013

<sup>23</sup>Stephen, L. (2003). *Diplomacy in the new information Environment*. George Town Journal of international affairs. [heinonline.org](http://heinonline.org). retrieved May 2013

<sup>24</sup> Cohen, Y. (1986). *Media Diplomacy: the foreign office in the communications age*. London: Frank Cass and Company.

<sup>25</sup> Cohen, Y. (1986). *Media Diplomacy: the foreign office in the communications age*. London: Frank Cass and Company.

sending state and also representing their country abroad.<sup>26</sup> These diplomatic roles have been affected by the tremendous advancement in technology.

Firstly, the traditional role of information collection of diplomats has been shifted to the other new actors such as Multinational Corporations (MNC's), NGO's and Mass Media. Journalists can easily access any information about trending issues from the internet or from other devices. For example, satellite phones are used to communicate in areas with no network coverage.<sup>27</sup> Digital technologies have eased information gathering for Diplomats. The diplomats no longer have to struggle to the extent of spying on the receiving state's government to learn more about their activities. They can get all this easily from the internet, mainstream media or even government websites.<sup>28</sup> Further the relationship between the press and Diplomats has changed. The press no longer has to struggle to get "confidential" information from the Diplomats. Such information can easily be found through the internet. The easy accessibility of information behooves upon the Diplomats to give the information to the press first hand rather than have the press getting half-baked information from secondary sources.<sup>29</sup>

Secondly the role of processing and analyzing information has become an uphill task for Diplomats since they have to juggle between the fast flow of information, the increased pressure to respond and the ability to ascertain the credibility of the source and that of the information at the same time critically analyzes and responds to it promptly.<sup>30</sup> Failure to do so will be seen as

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<sup>26</sup>Vienna Convention on Diplomatic Relations (1961).

<sup>27</sup>Fong B.(2010).*Changing Discourse of Diplomacy in the Age of Information: Journal of international affairs*. Vol xviii, no.3 winter.

<sup>28</sup> ibid

<sup>29</sup> ibid

<sup>30</sup>Bollier, D. (2003).*Rise of Netpolitik; how the internet is changing International Politics and Diplomacy*. Washington DC: Aspen Institute.

laxity. Worse still it may be seen as if the Diplomats have sinister motive, more so, if the issue at hand may seem to negatively affect the relations between states.

The next function of a diplomat is negotiation. Diplomats all over the world have, over the centuries, been involved in negotiating issues on behalf of their sending states. ICT has revolutionized this role. Traditional negotiations were carried out by the person. This situation has since changed. The current advancement in technology has created avenues for such negotiations to take place despite the physical distances. Diplomats can keep their governments up to speed on the negotiation process through email, videoconferencing, or video chat. This development has hastened the negotiation process greatly.<sup>31</sup> Indeed the UN summit in 2005 identified laptops (computers in general) and the internet as tools of Diplomacy that are equal to or even superseding over corridor Diplomacy.<sup>32</sup>

Negotiators themselves can use the internet to communicate via email or Facebook among other internet platforms. This development has also eased lobbying and redeemed time; can send mails to many people at a time as opposed to speaking to one person at a time.

The Strategic Arms Reduction Treaty (START) negotiations that took place between the Americans and Russians in the early 1990's took longer than the recent ones. Then the negotiators diplomats were communicating via telegraph. But in modern times, what took months to be achieved can be achieved in a matter of days, if not hours.

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<sup>31</sup>Gottermoeller, (2012).*Diplomacy in Action: From Telegraph to Twitter; Arms Control Diplomacy in the Information Age* .www.state.gov/t/avc/rls.retrieved 3 June 2013

<sup>32</sup>Gottermoeller, (2012).*Diplomacy in Action: From Telegraph to Twitter; Arms Control Diplomacy in the Information Age* .www.state.gov/t/avc/rls. retrieved 3 June 2013



The internet is by far much better than telegraph or any other past form of communication.<sup>33</sup> Undoubtedly the representation function of diplomats has also been affected by this digital revolution. Foreign envoys now have more contact with citizens of the receiving state and those of the sending state in the receiving state through platforms such as social network or embassy websites.<sup>34</sup> Diplomats are also using the internet as soft power to achieve the interest of their nations at all levels of analysis. For example during the recent Japanese earthquake tragedy the government was not able to evacuate some people trapped in some region. The people tweeted for help and the American army was mobilized to rescue the victims.

The idea of resident ambassadors has, in the recent past, appeared to wane in importance. Priority is given to more weighty issues of state, particularly matters economy. This has led to the idea of establishing and even at times maintaining resident ambassadors moved to the periphery due to the minimal resources available and the shift of national interest orientations. However the advent of the new ICT can in some way solve this problem. Nonresident ambassadors can be established through the creation of virtual envoys. Micro embassies, exclusively staffed with indigenous employees, can without much difficulty be supervised from the geographical space of the state that owns the mission.<sup>35</sup> In 2007 Sweden established a Virtual embassy.<sup>36</sup>

Technology has also aided in the establishment of leaner embassies; with much of the consular work being moved back to the offices in their home countries. Additionally the storage of all Diplomatic records digitally has also eased access to them from headquarters and other missions.

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<sup>33</sup> Nicolson, H. (1939) *Diplomacy* London: Thornton Butterworth .

<sup>34</sup> Bollier, D. (2003) *Rise of Netpolitik; How the internet is changing International Politics and Diplomacy*. Washington DC: Aspen Institute.

<sup>35</sup> Rana, S. K. (2004). *The 21<sup>st</sup> Century Ambassador*. Malta: Diplo Foundation .

<sup>36</sup> Rana, S. K. (2004). *The 21<sup>st</sup> Century Ambassador*. Malta: Diplo Foundation .

Concerns are developing; the security and privacy of this information is not certain. For example, the 'wikileaks' spilled confidential Diplomatic conversations between American Diplomats, the American government and other governments. This was done easily through the internet.

This calls for prudence in handling technological advancement; Diplomats must have back up plans just in case the information technology fails.<sup>37</sup> Diplomats have also been encouraged to undergo training on ICT. They are also tutored on how to embrace technology in their diplomatic chores. They are further urged to maintain the diplomatic code of conduct even with the use of this technology.<sup>38</sup>

Africa has fully joined the rest of the world in using technology in not only running her affairs but also in relating with others regions. The hosting of the World Cup in South Africa in 2010 was a great fete. All the matches were transmitted technologically to the whole world and for a whole month, the world was glued on Africa. The whole world witnessed what potential Africa has. The platform was used to relay diplomatic messages quite effectively.

In another very different incidence, Cairo was rocked by strong anti-American protests outside the American embassy after the launch of the anti-Islam movie believed to have been of American origin. The diplomats at the US Embassy in Cairo posted on their twitter handle @USEmbassycairo that they disapproved of the movie. The information flowed to the protesters. That earned them some reprieve. Thus the twitter and indeed the social media at large are helpful in Diplomacy though it poses doubt to critical thinking which is key for sound Diplomatic

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<sup>37</sup>Gottermoeller, (2012) *Diplomacy in Action: From Telegraph to Twitter; Arms Control Diplomacy in the Information Age* .www.state.gov/t/avc/rls.

<sup>38</sup>Gottermoeller, (2012).*Diplomacy in Action: From Telegraph to Twitter; Arms Control Diplomacy in the Information Age* .www.state.gov/t/avc/rls,

messages.<sup>39</sup> These emerging social platforms; the internet; www, Facebook, twitter,; satellite television and mobile phones have been known to cause diplomatic brawls. For instance, in a case in the High Court in Kenya, it was ruled that Sudan president Omar AL Bashir, accused of committing crimes against humanity at the ICC, should be arrested if he came to Kenya.

When President Bashir came to Kenya during the promulgation of the constitution in 2010 there was some strong agitation that he should have been arrested. There was so much information on the social media that goaded unnecessary Diplomatic tension between the two states. At some point the Sudanese Government closed its airspace to Kenya. The Kenya Government moved in swiftly. In addition to sending its foreign Affairs Minister to Khartoum to set the record straight, it also used the same medium of information, satellite communication, television and radio to reassure the people of Sudan. If the Kenyan Government had not responded promptly and pragmatically it would have been seen as an attempt by the Kenyan government to undermine the position of the President of the Republic of Sudan. This would have affected the ties of the two neighboring countries.

#### **2.4 Digital Technology's Impact on Foreign Policy**

Foreign policy elucidates how diplomacy is to be conducted. For a long time foreign policy making and implementation process was a reserve of the elite and politicians. The ordinary citizens were less fretful about it. The citizenry are ordinarily clearly interested with domestic policy.<sup>40</sup> Nonetheless the advent of ICT is rapidly changing this. Other key actors such as MNC's, NGO's, activist groups, and the media have emerged.

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<sup>39</sup>Wichowski. C. (2013). *Social Diplomacy; How Diplomats Learned to Stop Worrying and love the Tweet*; journal of foreign affairs. April (2013). [www.foreignaffairs.com](http://www.foreignaffairs.com)

The media is a key actor in the Foreign Policy process. Prior to the development of the internet, traditional mainstream media was used to influence the FP process either by setting the agenda for the government, “CNN effect” or by legitimizing government policy, through the “manufacturing consent theory.”<sup>41</sup> This role is fast changing with the new media. The public have become more aware of what is happening in the international arena than they were before the advent of the internet.

Technology has enabled the people to form groups and alliances that are beyond national borders. Such entities use the advanced technology to compare notes and even share ideologies and beliefs.<sup>42</sup> ICT has further opened countries that were perceived to be closed. For instance, China has experienced an influx of actors in the policy making arena.

Even though the communist party is still the final decision maker, other key players have some say in the FP process. Social media has also become very potent. No less people than ambassadors among other members of the diplomatic corps use the social network platforms.<sup>43</sup>

Regionally the role that ICT plays in foreign policy process has not been ignored. For instance, South Africa has included ICT in her Foreign Policy Document. The country is understood to encourage adoption of ICT among African states especially SADCC members so as to profit

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<sup>41</sup> Gilboa, E. (2001). *Diplomacy in the Media Age: Three Models of Uses and Effects; Diplomacy and Statecraft*. Vol 12, No.2. [www.dticmil/dtic/scampi/citations/gsa/135000/134057.html](http://www.dticmil/dtic/scampi/citations/gsa/135000/134057.html).retrieved may 2013.

<sup>42</sup> Gilboa, E. (2001). *Diplomacy in the Media Age: Three Models of Uses and Effects; Diplomacy and Statecraft*. Vol 12, No.2. [www.dticmil/dtic/scampi/citations/gsa/135000/134057.html](http://www.dticmil/dtic/scampi/citations/gsa/135000/134057.html).retrieved may 2013.

<sup>43</sup> Bollier, D. (2003). *Rise of Netpolitik; How the internet is changing International Politics and Diplomacy*. Washington DC: Aspen Institute

from its many benefits.<sup>44</sup> At the local level the East African community has adopted ICT. There is a community website where various publics engage with the states.

Information availed through the site covers a wide range of issues that affect the region. The information is also shared with and informs other electronic platforms such as electronic journals and electronic newspapers such as the East African, a regional newspaper that gives plenty of information that one may want to know about the East African Community.

#### **2.4.1 “CNN Effect”**

This is an argument that was advanced at the advent of cable news networks and the internet in the late 20<sup>th</sup> century. Its main argument is that the media has colossal power to influence policy making and implementation process at both the domestic policy level and foreign policy one<sup>45</sup>. This role is achieved through three main ways.

Firstly, the media plays an agenda setting role in society which is a key function of mass media. The international media fulfills this function by guiding people into identifying important issues in the international arena to think about. The mass media pay unwavering attention to a foreign policy issue that they want addressed until the government or embassy officials attend to it. Such was the case with the “Operation Restore Hope.” in Somalia in 1992. The USA government intervened to restore sanity in the war torn horn of Africa country. Though there was uncertainty in the action to take on the Somali situation, the intense media coverage had some

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<sup>44</sup> Bollier, D. (2003). *Rise of Netpolitik; How the internet is changing International Politics and Diplomacy*. Washington DC: Aspen Institute.

<sup>45</sup> Robinson, P. (2002). *The myth of News and Foreign Policy Intervention*. London: Routledge.

input in the US foreign policy. This arguably was a vital source of information to the government and the military, the sad ending of the operation notwithstanding.<sup>46</sup>

The media can attain influence on foreign policy making and implementation process by hindering the achievement of the set out and desired policy goals. This is simply achieved when the media seeks to paint every single policy move by a government or its officials in bad light and pushes for disapproval in the public court of opinion.

It further suggests that the media plays the role of hastening the policy decision making process; due to the high speed at which information is flowing because of the internet and cable news the decision making process for diplomats and government officials has changed with the duration to decide reducing dramatically since the officials have to respond to the information or questions posed about them, a certain important issue in the international arena or even their governments, promptly so as to avoid being seen as not knowing what was transpiring which will be bad for them as government officials.<sup>47</sup> This has led to increased public analysis of the foreign policy process since most citizens learn of the countries' foreign policy through the media.

This has improved transparency but at the same time complicated diplomatic relations since diplomats have to keep in touch with all the goings-on in the international arena, report them to their sending states and respond to them at the same time. The consequence if this is that at times, half thought decisions are arrived at. At times this can be detrimental.<sup>48</sup> This role of the international media has worked well during natural calamities such as the Asian Tsunami. The media has aided in the creation of substantial international awareness and increase aid to

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<sup>46</sup> ibid

<sup>47</sup> Bollier, D. (2003). *Rise of Netpolitik; How the internet is changing International Politics and Diplomacy*. Washington DC: Aspen Institute

<sup>48</sup> Robinson, P. (2002). *The myth of News and Foreign Policy Intervention*. London: Routledge.

calamity struck areas.<sup>49</sup> After the Tsunami in 2004 the International media helped raise funds for victims faster than was ever done before in the world due to their ability to reach many audiences. This argument can be applied even further to the new social media platforms which are new developments of ICT.

Many non-state actors have used these platforms to advance their goals set on how policy is made and implemented. The Multi-National Companies (MNC's) who wield a lot of influence due to the economic power they hold can and have used the internet to lobby governments to make decisions that are favorable to them. On the other hand, the social networks can be used to send strong messages about the feelings of a people.

In Kenya, the uproar on the social media regarding the ownership of the Migingo Island prompted the Kenyan government to engage with the Ugandans to seek an amicable solution to the situation.

#### **2.4.2 Manufacturing Consent**

The 'Manufacturing Consent' gives a different argument to that of the CNN Effect. It advances the thinking that the media does not have any power to influence policy but rather it legitimizes government policy. It looks at the media as a tool used by government and the elite to serve their interests; the government and the elite in society use the media to shape and control political debate in the public Arena.<sup>50</sup> It is argued further that the Media acts as a gatekeeper and serves to filter or select what will be aired and what will not be aired. The media subjectively chooses the headlines, topics and captions and word them in ways that will not raise eyebrows in certain

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<sup>49</sup> ibid

<sup>50</sup> Chomsky, N. Herman, E. S. (2010). *Manufacturing consent: the Political Economy of the Mass Media*. New York: Random House.

quarters. The manufacturing consent also alleges that the media restrains and curtails debate by framing the issues in a way that seems to favor policy makers. They give more airtime or print space to policy makers, government officials or elites. It is also felt that during interviews, such people are asked questions framed in a way that leads to presumed answers.<sup>51</sup>

Government officials can indirectly use other platforms such as social media to advance their policy. The use of Facebook and twitter comes handy. The same platform is used for public approval.

However as opposed to the 'CNN effect's argument that postulates that media shapes policy, the manufacturing consent theory has a gaping gap since even non-state actors can use internet and cable television to advance ideology.

Nevertheless, the argument that sometimes there is deliberate effort on the choice of what should be given emphasis in the media is valid. A case in point in Kenya could be the Migingo Crisis on one hand and on the other hand, the 'Operation OkoaNchi.' The former is about the ownership of the Migingo Island. The island has all along belonged to Kenya. Yet, recently, Uganda laid claim to it. The second issue is about the Kenya Defence Forces invasion of Somalia to rid the country of the Islamist fundamentalist, the Al Shabab. By design, more emphasis was given to the Somalia problem than to the Migingo one. Most of the international press had their camera focused on Somalia; very detailed stories were wired, emphasizing the atrocities committed by the otherwise terrorist movement. This easily gave justification for the Kenyan Defense Forces invasion. Little attention, if any was given to the Migingo issue.

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<sup>51</sup> ibid



This could have been deliberate manipulation because Uganda and Kenya are good neighbors and key allies. The governments may have chosen to water down the issue to avoid straining relations between these two countries.<sup>52</sup>

## **2.5 Information Technology and International Security**

Information technology plays a key role in international security. ICT has revolutionised security issues in many ways. On the wrong footing, technology has been used to advance ideas of terrorist while on the side the same technology has been used to crash the said terrorists. Due to technological advancements members, sympathizers and financiers of these terrorist groups are able to clandestinely communicate and even send money to advance their course.

ICT has also affected power distribution. It has condensed the dependence of military personnel numbers that were formerly seen as a source of hard power. In the present time, the strength of a military is pegged on the sophistication of technology. Thus small countries without much military personnel but with great military and warfare technology are confident of their power.

In warfare, the streaming live pictures of the action in the field have various effects. For instance, pictures relayed from Syria helps to give a glimpse of the scenario to the international community. More often than not, such war torn zones are a no-go- zone for the mainstream media but technology has shattered physical barriers. The coverage and the streaming of the battles can fuel animosity and escalate a conflict in a region or also act to motivate other people

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<sup>52</sup> Chomsky, N. Herman, E. S. (2010). *Manufacturing consent: the Political Economy of the Mass Media*. NewYork:Random House.

facing similar situations to act. This was the case in the recent Arab Revolution in Tunisia and Egypt.<sup>53</sup>

Technology has also been used to neutralize or counter enemies by tapping into the military sites, hacking, or jamming information flow mechanisms. Satellites are blown up to ensure that the owners don't get the information they need. Cable lines, including the fiber optic are destroyed maliciously to hinder communication. For example, in 2007 Russian hackers got into the Estonia's internet operations. They crippled virtually all internet operations in the small European state that conducts almost 90% of its operations electronically.

Neither government nor the citizenry was spared. This is a clear indication how the internet can be used to paralyze a state's operations by a touch of a button from far off geographical region.<sup>54</sup>

ICT has further been used by rebel government officials to leak confidential information of their governments. This is a serious threat to International Security. A good example is the recent high profile case of the US National Security Agent Edward Snowden. The man has leaked confidential information touching on national security. It has been indicated that the US government is tapping phone calls and other communication systems of its citizens. Further there are allegations that the US is hacking into Chinese websites.<sup>55</sup> As mentioned earlier, Information Communication Technology contributed a lot to the Arab spring. The citizens of the affected countries used digital technologies like social network platforms such as Facebook and twitter, the #Jan 25 and #Tahir; Internet services like email, blogs, voice over internet protocol

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<sup>53</sup> Allagui, I. and Kuebler, J. (2011) *Journal of communication: The Arab spring and the role of ICTs*. vol 5. pp. 1435-1442.

<sup>54</sup> shift@dw.de

<sup>55</sup> CNN.Com/News.

programmes like Skype and You Tube.<sup>56</sup> The citizens of Tunisia, Egypt, and Libya among others used these platforms to communicate with other like-minded people and this enabled them to create awareness and organize protests which eventually led to change of government. The authorities tried very hard to block the information platforms but they labored in vain. Hackers made their way into Government websites and relayed antigovernment information. The cable television provider, AL JAZEERA effectively helped communicate the message to the rest of the world.<sup>57</sup>

In the Horn of Africa terrorist groups such as Al Shabaab have used their social network platforms to communicate to their followers and even send threats to their perceived enemies. They have on various occasions sent threats to various entities including governments. For instance, they have threatened to blow strategic installations in Kenya unless Kenya withdraws her forces from Somalia. ICT can be used to create awareness of security crisis in areas where there is limited or no access by the mainstream media. During the coup crisis in Mali in 2011 the then Kenyan foreign affairs minister Hon. Moses Wetangula was caught in the fray. He used his Facebook account to communicate with people back home. He also kept Kenyans informed of the situation on the ground through the social media.

## **2.6 Information Communication Technology and International Trade**

International trade is simply exchange of goods and services beyond national borders. Being an integral part of IR, it has also faced tremendous effects from the ongoing digital revolution.

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<sup>56</sup>Allagul, I. and Kuebler, J. (2011) *Journal of communication: The Arab spring and the role of ICTs*. vol 5 pp. 1435-1442.

<sup>57</sup> *ibid*

International trade has flourished in the digital era due to the growth of technologies such as tracking, shipping and purchasing methods that are swift, convenient and highly reliable.<sup>58</sup>

ICT has encouraged business developments due to the introduction of e-commerce. The 24hr access to the internet has also encouraged trade. At any given time people can transact business the world over. Electronic services such electronic banking, mobile banking among others have also increased the developing countries' share in international trade.<sup>59</sup>The development of data storage materials such as electronic databases has also helped companies manage and store the information safely.

Information Communication Technology has also encouraged increased trade in service since physical mobility is not required. This has increased trade share in the African context which was primarily very low at around 2% of international trade. African citizens particularly Kenyans and Tanzanians, trade their consultancy service. They teach Swahili to foreigners. There has been development of websites that are used to market Africa and East Africa as a region at home and abroad. This has helped create awareness of the trade opportunities, market gaps, investment opportunities, tourism spots among other things in Africa that when exploited have improved the continents revenue vastly. These websites have also helped demystify some of the stereotypes the outside world has of Africa that negatively affect investor confidence.

The Brand Kenya initiative has effectively exploited the digital technology. The use of the internet to market Kenya as a top tourist destination and investment stop has increased investor activity in the country. This initiative was also used to create a positive image of the country after the 2007-2008 post-election violence to build back investor confidence and attract more

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<sup>58</sup>Lipsey, R. and Chrystal, A.(2007). Economics. 11<sup>th</sup>ed .New York: Oxford University Press.

<sup>59</sup> [www.undp.org](http://www.undp.org)

investors into the country. Technology has also helped reduce trade barriers mainly associated with international trade and cross border movement. It has further increased competition among many economic partners who all want to achieve their goal of making maximum profit at all times. Digital technology has also created multinational corporations who are key players in international trade. Through research on the internet the companies have been able to identify and learn of great investment opportunities from places beyond the national borders of their home countries. Some have already set up plants in Kenya. Good examples include the establishment of Kenyan based Equity bank and Nakumatt chain of supermarkets in other countries in East Africa like Uganda and Rwanda. Technology has further enabled the constituent firms to keep in touch with their mother factory through Email, mobile phone calls, short message service, faxes and even virtual conferencing. These companies generate revenue for both their mother countries and the host country as well.<sup>60</sup>

ICT has also made Advertising cheap and easy. The people of East Africa can use social network sites like Facebook to market their products or services. One only has to create a page on Facebook and invite people to like the page and use it to market their products. They can also use mobile phones to reach a wider audience. The 'Please call me' service offered by safaricom that also advertises other products is an illustration of how easy advertisement has become. This is much cheaper than advertising in the mainstream media. The internet has also enabled business people in East Africa to market their products at very low cost. A good example of this is The OLX internet service which enables one look for anything ranging from jobs to houses for free. Another instance is the Hyundai advertisement on CNN and even BMW facebook page that the lead car manufacturing company uses to woo customers.

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<sup>60</sup>Lipsey, R and Chrystal, A. (2007). Economics. 11<sup>th</sup>ed .New York: Oxford University Press.

Generally, advertising services are not only cheap but they are also very effective. Many people will get to read the message or get to hear about it easily.

Mobile and online banking has also eased money transfer process and also increased security. Buyers and sellers do not have to take the risk of walking around with wads of money. The M-Pesa money transfer service in Kenya has made the situation even better. Customers can send and withdraw money from any country in the region so long as the owner can access an M-Pesa service agents or ATM outlet.

However this technology is not all positive for the international trade. There are instances when some of the people trading through the internet prevaricate tax. In some instances the commercial banks in East Africa are incurring losses due to unscrupulous traders who are in illegal online forex exchange.

Further the possibility of people hacking into websites or other channels of conducting e-commerce and e-trade also can disrupt international trade. Lastly there is lack of adequate legislation that governs electronic commerce. Many countries including the EAC members voice the need for creation of more stringent rules to govern electronic trade if it has to benefit international trade.

## **2.7 Conclusion**

It is evident that technology has greatly altered the norm and created a global village which has in turn fashioned more participation on global issues among wide-ranging traditional and modern-day IR actors. This is altering Africa's IR from perceived strong states after independence to those whose power is gradually waning as the gap formed by this technology

keeps on increasing.<sup>61</sup> The African states are becoming more and more dependent on the developed world for this technology as they seek to remain relevant in international affairs and enhance their participation in the community of nations. Some of the people of EAC are at crossroads. They are not sure about supporting the adoption of this new technology. Those supporting it look at it as a prospect for the region to increase her participation and presence in international affairs while there are those of a conservative opinion.

All in all what is very clear is that it is critical is for Kenya and the rest of the EAC partners to fully embrace technology for them to remain competitive and indeed relevant in their international interactions.<sup>62</sup>

## **2.8 Theoretical Framework.**

Here following we shall discuss the theory that is informative to this study.

### **2.8.1 Agenda setting theory**

The Agenda Setting Theory as advanced by Mc Combs and Shaw explains how mass media influences public opinion. It states that the media sets the agenda for the public.<sup>63</sup> The theory further argues that the media does not tell the public what to think but rather what to think about. It highlights the silent issues in society and makes them known and important. The media is an important tool for setting public agenda which they achieve through the volume of content covered about a particular issue be it on foreign policy, diplomacy, international trade, international security and a myriad of other issues in society.

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<sup>61</sup> Nweke, N.E, International Relations in Era of Digital Technology: changes and impact on African Nations.

<sup>62</sup> Nweke, N.E, International Relations in Era of Digital Technology: changes and impact on African Nations.

<sup>63</sup> McCombs, M.E and Shaw, D.L.(1972).*The agenda-setting function of mass media*. Public Opinion Quarterly,36(2).

The frequency of the media coverage of an issue, the style in which it is presented and subsequent follow ups conducted by the media on the issue at hand have a major bearing on the public's perception.

The number of times a follow up is conducted on a certain policy issue and further placement either on news bulletins or in news articles works to draw more attention to the issues being discussed. <sup>64</sup>The media is also limited by finances and economics in selecting the issues to highlight.

This decision is also influenced by the media owners, advertisers, government officials and the individual beliefs and affiliations of the journalist or editor in charge. People give a lot of prominence to the issues highlighted in the media according to the coverage they will get. <sup>65</sup>

The media influences their audiences in two ways; the uses way on one hand and on the other hand, gratification way. The audiences are assumed to be aware of the needs that they have and use the media to meet these needs. There are people who rely on the media to influence what they say and do. They believe in all what the media says and thus they don't take time to interrogate the message. They just do as it says. <sup>66</sup>This theory is very effective in regards to ICT. The ICT tools already discussed in this document are also used to influence public opinion, though probably not in the same magnitude as the Radio, Newspaper and Television. They still command some remarkable degree of influence. For example; social media platforms have been used to form networks of people with common beliefs or values and they use. These groups or networks influence themselves and other people as well.

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<sup>64</sup> Taylor, P.M .(2003).*Global communications, international affairs and the media since 1945*. Taylor & Francis e-library.

<sup>65</sup> Saqib, R.(2008) *Global Media Journal: Agenda Setting Role of Mass Media*. Vol 1 IssueII .

<sup>66</sup> McCombs, M.E and Shaw, D.L.(1972).*The agenda-setting function of mass media*. *Public Opinion Quarterly*,36 2.



For example @m23congordc the twitter account for the m23 rebel group in DR Congo has been used to influence members to take certain antigovernment positions. This results to more attraction and probably more following<sup>67</sup>. This has all been enabled merely by the existence of information communication technologies.

ICT is much more effective because of their ability to communicate with as many people as possible at the same time. This increases the efficiency of the message being sent.

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<sup>67</sup><http://www.twitter.com/m23congordc>

## **CHAPTER THREE: RESEARCH METHODOLOGY**

### **3.1 Introduction**

This chapter addressed the research methodology. It looked at the research design to be used for this study. It further looked at the population, sampling mechanisms and data collection methods; data analysis tools and interpretation.

### **3.2 Research Design.**

A research design is an action plan that a researcher uses to come up with the data necessary for the research findings.<sup>68</sup> The function of a research design is to ensure that the evidence obtained enables the researcher to answer the research questions. This study used both the explorative design that seeks to find out whether the information communication technologies have an impact on the conduct of IR in the East African Community and the explanatory design that seeks to explain the impact that the technologies have on the foreign policy making and implementation process, the conduct of diplomacy, international security and international trade among members of the East African Community.

There are three main approaches to research, qualitative approach, which is a research approach that focuses on the use of data that is not in numerical form. The other approach is the quantitative one, which focuses on the use of data that is of numerical form. Lastly the multiple approach, which is uses a combination of both qualitative and quantitative data.

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<sup>68</sup>Peter, C.B, (1994). *A Guide to Academic Writing*. Eldoret: Zapf Chancery.

### **3.3 Justification for the design**

The use of a mixed research design was good since it helped the researcher acquire more accurate information because it reduced the prejudice that comes with the use of a single research designs. The mixed design also enabled the researcher explore the relationship between the variables, if any, and further explain this relationship in depth.<sup>69</sup>

Further the use of both probabilistic and non-probabilistic methods of research aided in decreasing the bias that is involved in the use of either a pure probabilistic approach or a purely non-probabilistic approach due to the blend of both in the study.

### **3.4 Population**

Population encompasses all the items under deliberation in any field of study.<sup>70</sup> The population identified for this study was; the MFA (Ministry of Foreign Affairs and International Trade) in Kenya; the High Commissions and the embassies of Tanzanian, Uganda, Rwanda and Burundi Embassies in Kenya.

### **3.5 Sampling Design.**

A sample is a portion of the population that will be studied. There are two main ways of sampling. Firstly, there is the probabilistic method where all members of the population have equal opportunity to be selected in the study. The other type is the non-probabilistic method where the researcher picks the elements of population to study based on either scientific judgment or convenience. In the judgment method of sampling the researcher uses his or her own

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<sup>69</sup>Mugenda O.L and Mugenda A.G.(1999).*Research methods: Quantitative& qualitative approach* .Nairobi: ACTS press.

<sup>70</sup>Peter, C.B, (1994).*A Guide to Academic Writing*. Eldoret: Zapf Chancery.

judgment to pick items in the population to use in the study<sup>71</sup>. The major shortcoming in this method is that there might be a high degree of error since the researcher's decisions might not always be the right.

The sample in this case was obtained through the use of convenient sampling where the researcher selected the components of the population to study based on ease of access to them. The researcher further identified the respondents who have specialized in the field of international trade, Foreign Policy and Diplomacy from the Kenyan Ministry of Foreign Affairs, Tanzanian High Commission in Kenya, Ugandan High Commission in Kenya, Rwandan Embassy in Kenya and the Burundi Embassy in Kenya.

### **3.5.1 Sample Size**

The sample size used in this study was the four embassies who are the representatives of their various countries in Kenya and the Ministry of foreign affairs and international trade in Kenya which is the Docket in charge of International Relations in Kenya as mentioned earlier. This sample was arrived at using the sample selection formula Table1 indicated below. The sample size of representatives of the five East African States was arrived at because according to the sampling table1 shown below if the number of the sample size is not in the table the researcher uses the next highest number and in this case since five is the sample size number and five is not indicated in the table the researcher used ten which was the next highest number.<sup>72</sup>

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<sup>71</sup> Ibid.

<sup>72</sup>[http://www.research-advisor.com/tools/sample\\_size.html](http://www.research-advisor.com/tools/sample_size.html)

This sample population was elected with the aim of achieving a 99% confidence interval and a margin error of 5% and thus the reason why the total sum of the five East African states representatives was selected.<sup>73</sup>

The researcher then purposefully selected twenty respondents. Four from the Rwandan embassy, four from the Tanzanian embassy, four from the Ugandan embassy, four respondents from the Burundi embassy and four respondents from the ministry of foreign affairs in Kenya. These respondents were the person in charge of communication, the person in charge of diplomacy and foreign policy implementation and formulation, the person in charge of trade and the person in charge of international security issues. These people were selected because of their areas of expertise and specialization as they were deemed best suited to give adequate and relevant information for this study.

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<sup>73</sup><http://www.research-advisor.com/tools/sample-size.html>

**TABLE 1: Sample Size Determination Table**

Populati on Size	Confidence 95%				Confidence 99%			
	Margin of Error				Margin of Error			
	5.0%	3.5%	2.5%	1.0%	5.0%	3.5%	2.5%	1.0%
10	10	10	10	10	10	10	10	10
20	19	20	20	20	19	20	20	20
30	28	29	29	30	29	29	30	30
50	44	47	48	50	47	48	49	50
75	63	69	72	74	67	71	73	75
100	80	89	94	99	87	93	96	99
150	108	126	137	148	122	135	142	149
200	132	160	177	196	154	174	186	198
250	152	190	215	244	182	211	229	246
300	169	217	251	291	207	246	270	295
400	196	265 318		384	250	309	348	391
500	217	306	377	475	285	365	421	485
600	234	340	432	565	315	416	490	579
700	248	370	481	653	341	462	554	672
800	260	396	526	739	363	503	615	763
1000	278	440	606	906	399	575	727	943

Source:[http://research- advisors.com](http://research-advisors.com)

### **3.6 Data Collection Methods**

These are the techniques that researchers use to acquire the relevant information they need in their study. There are two types of data; primary data which is the original data collected for a specific research and secondary data which is collected for a different research and is reused for another research.<sup>74</sup> A researcher further uses this data to come up with findings that aid in drafting conclusive reports on the research topics. This study used both primary data which was collected through the use of interviews and a questionnaire on one hand and on the other, secondary data which was collected through the internet and looking at already existing literature on the topic under study.

The methods used in this study comprised of interviews which are face to face questions administered directly by an interviewer (researcher) to an identified respondent (interviewee).<sup>75</sup> The next mode of data collection for this study was questionnaires. There was a list of questions that the researcher had come up with based on the research. The questions were administered directly by the researcher. But the respondents were given time to write down their responses. The researcher picked the written responses later.<sup>76</sup>

Both interviews and questionnaires have two types of questions. On one hand there is the open-ended question where the researcher asks open questions and allows the respondent freedom to respond without limitations. On the other side there are the closed ended questions, which are structured in a way that the responses are guided by the researcher. Guided questions give presumed responses.

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<sup>74</sup>Hox, J.J and Boeije, H.R.(2005).*Encyclopedia of Social Measurement*'.Data Collection, Primary vs Secondary, Vol 11, pp. 593- 594.

<sup>75</sup>Weller, S. and Romney, A. (1988).*Systematic Data Collection (Qualitative Research Methods Series 10)*. California: Thousand Oaks,SAGE Publications.

<sup>76</sup>Nwana, O.C.(1979).*Education Measurement for teachers*.Lagos : Nelson Africa.

Both types of questions have their advantages and disadvantages. The open-ended questions allow for more information as compared to the closed-ended questions which lead the respondents to give a particular response. The closed-ended questions are not time-consuming but open-ended ones consume a lot of time since the respondent might give more information than is required.

This study gave preference to open-ended questions for interviews. This allowed the respondents to give more information than the researcher sought. Relevant information beyond the researcher's questions was welcome. It is appreciated that the respondents are practicing professionals and therefore they had more information which was significantly important for the study. Observation is another method that was in this study. The researcher was on the lookout for any observable features on the way the East African Countries conduct their relations with regards to foreign policy making and implementation process, conduct of diplomacy and international trade. Such features included information on notice boards, posters and broadcasts.

Finally the researcher browsed the internet for further information on the area of study. The researcher browsed the various social network platforms such as Twitter and Facebook. The researcher indeed combed the internet for any information that could be relevant for the study.

### **3.7 Validity and Reliability of Research Instruments.**

Validity is the extent to which a research instrument measures exactly what it is expected to measure.<sup>77</sup> There are three main types of validity. Firstly there is the Content validity, which focuses on the extent to which the items of the research instrument represent the content and

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<sup>77</sup>Nwana, O.C. (1979). *Education Measurement for teachers*. Lagos : Nelson Africa.



characteristics that they are expected to measure. The second type is Construct Validity and finally the Criterion Validity.<sup>78</sup>

Reliability is the degree to which a test unswervingly measures whatever it measures. It is how consistent a research instrument is.<sup>79</sup> Reliability can be measured using various tests such as the Test- retest method where the research instrument is repeatedly administered to the same respondent within an interval of time. There is also The Alternate- form method where two parallel research instruments are administered and are designed to meet the same specifications and still there is the split- halves method and finally the internal consistency Methods.<sup>80</sup>

The validity and reliability of the research instruments was ensured through the administering of pilot study at the communication office of the Kenyan Ministry of Foreign Affairs. This pilot study enabled the researcher determine whether the instruments are able to capture the information that is required and whether the instruments will capture the same information after being administered more than once.

### **3.8 Data analysis method**

The data was analyzed through data analysis software, Microsoft Excel. This is computer spreadsheet software that uses graphs, histograms and pie charts to analyze the data. These are the methods used to critically analyze the data collected in the research. For this study graphs and pie charts were used.<sup>81</sup>The researcher examined the data collected and transformed it to

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<sup>78</sup>Nwana, O.C. (1979).*Education Measurement for teachers*.Lagos : Nelson Africa.

<sup>79</sup>Gay, L.R(1992). *Education Research competence for analysis and applications*. New York:Macmillan.

<sup>80</sup> Gay, L.R(1992). *Education Research competence for analysis and applications*. New York:Macmillan

<sup>81</sup>Mugenda O.L and Mugenda A.G.(1999).*Research methods: Quantitative & qualitative approach* .Nairobi: ACTS press.

information. The information was then used to draw conclusions and recommendations regarding and emanating from the study.

### **3.9 Ethical Considerations**

All the protocols of ethics were considered in the course of this study. Before going into the field, authority was sought from the Director of the Institute for Diplomacy and International Studies, University of Nairobi. Interviews were conducted on the condition of confidentiality; no information would be indulged save for purposes outside this study. The identities of the respondents would not be revealed.

## CHAPTER FOUR: DATA PRESENTATION AND ANALYSIS

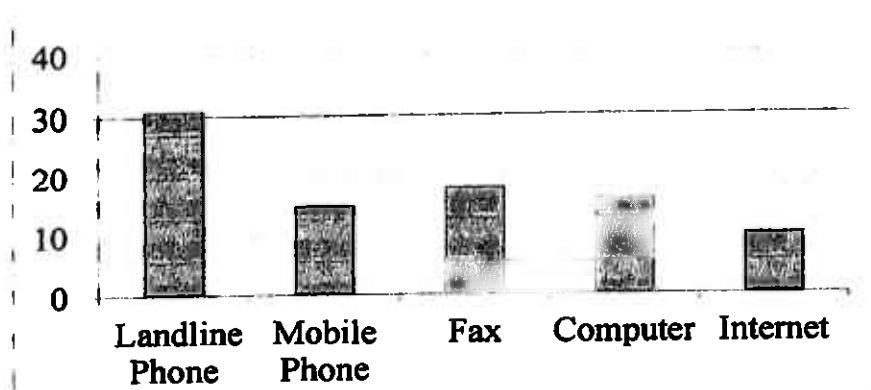
### 4.1 Introduction

This chapter looks at how the data collected is presented and analyzed. The data is presented narratively as well as graphically. The flow of the presentation is guided to a large extent by the questionnaire that was used in the field.

### 4.2 Uptake of Technology at the Diplomatic Missions of the East African States in Kenya and at the Kenyan Ministry of Foreign Affairs and International Trade

The first three questions in questionnaire were interested in finding out in a rather general way how ICT tools were used by the East African states. The study found out that the States have embraced technology in the conduct of all their IR mandates. The following graphs, figure 1, 2, 3, 4 and 5 give a summary of the period of time different states have used specific types of Information and communication technology

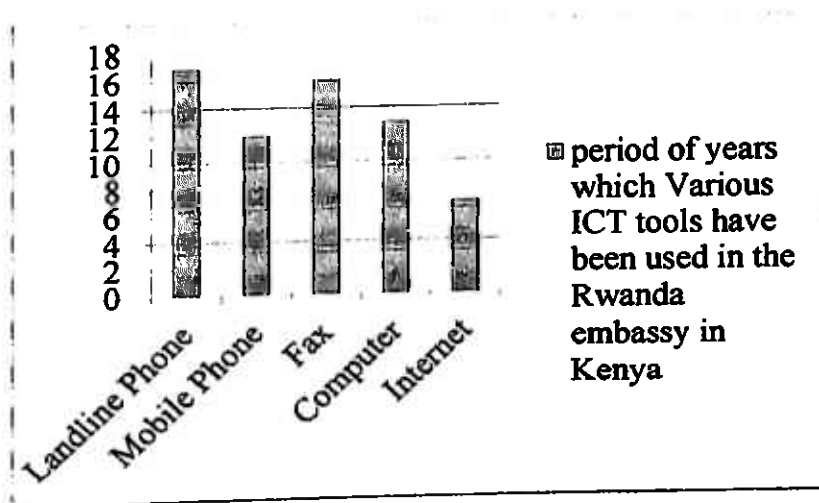
**Figure 1: Periods of years that various ICT tools have been used at the Kenyan Ministry of Foreign Affairs offices**



Source: Field Data

Figure 1 shows how long the Kenyan Ministry of Foreign Affairs office has been using various ICT tools in its office. It is clear that the oldest of the tools at the Ministry is the landline telephone. The fax has also been used at the ministry for more years than the rest of the tools. The later day innovation, the internet, is the youngest of the tools through which most of the modern day communication is done.

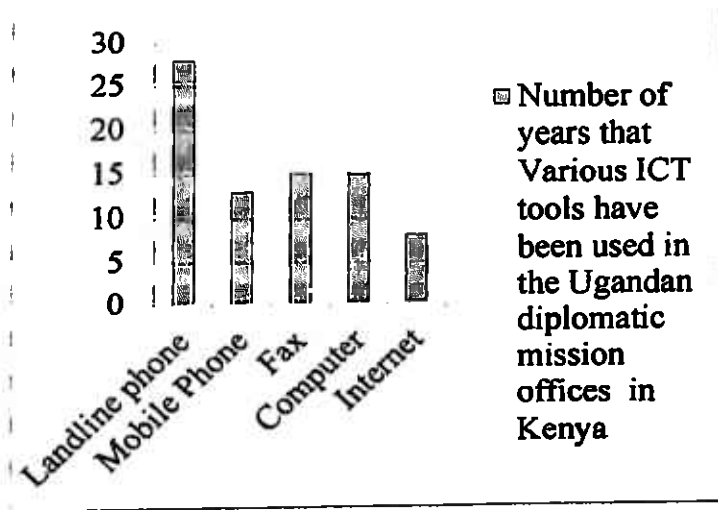
**Figure 2: Period of Years which Various ICT Tools have been used in the Rwandese Embassy in Kenya.**



Source: Field data

The figure (2) above shows the length of years that the Rwandese Embassy in Kenya has been using various ICT tools in its operations. Rwanda is the most technological savvy country of East Africa. The figure shows that, among other things all the five tools mentioned in the questionnaire, the landline telephone and the fax were the first tools of communication at the embassy.

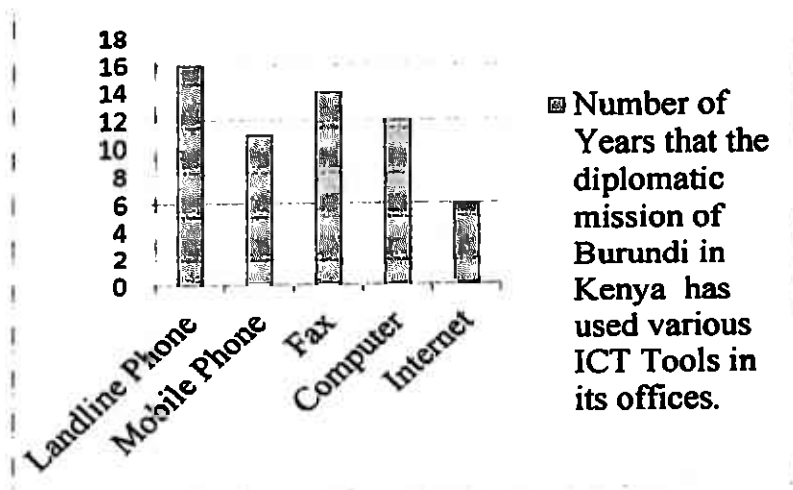
**Figure 3: Number of years that various ICT tools have been used in the Ugandan Diplomatic Mission offices in Kenya**



Source: Field Data

This figure shows the number of years that the Ugandan Diplomatic mission office in Kenya has been using several ICT tools. It appears that Uganda has used the tools in question for a relatively short period of time. It is also interesting to note that both the fax and the computer have been in use for a relatively short period of time.

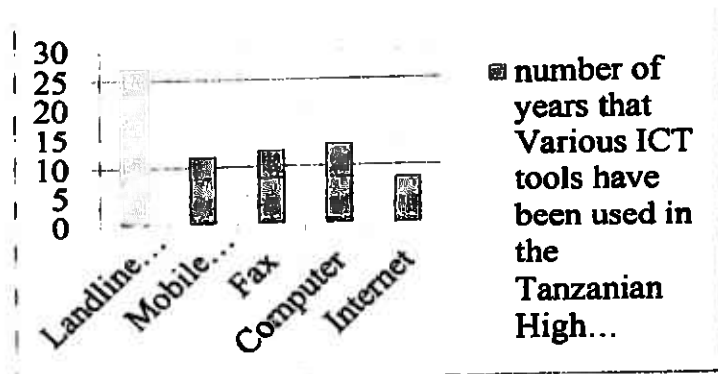
**Figure 4: Number of years that Diplomatic Mission of Burundi in Kenya has used various ICT tools in its offices.**



Source: Field Data

This graph shows how Burundi diplomatic mission in Kenya uses various ICT tools to conduct its office operations. From the responses of the interviewees, it is evident the oldest of the tools is the landline telephone while the internet is the youngest of the tools.

**Figure 5: Number of years that various ICT tools have been used in the Tanzanian High Commission in Kenya.**



Source: Field Data. This figure shows that Tanzania has been slow in the uptake of ICT.

The figures 1-5 give a summarized picture of the length of time that the East African countries have been using specific ICT tools. It, to a large extent follows the chronological age of the invention of the said tools. It is therefore not a wonder that the landline telephone has been used for the longest period. Indeed, all the respondents save one or two have used the landline telephone for over twenty years. It is also clear that the later day invention in ICT, internet has only been in active use in the last ten years.

The fourth question of the research wanted to find out how the use of ICT tools was rated in regard to Diplomacy, International Security, and International Trade. The study found out that all the states have very high regard for the use of ICT in the conduct of International Relations. They have fully embraced the technological advancement in running their affairs. This high regard for technological use is a clear indication that the communication tools are key Agenda Setting tools that are used to shape policy and gather public consent on policy and other activities. However, they are rather apprehensive about using this technology without caution.

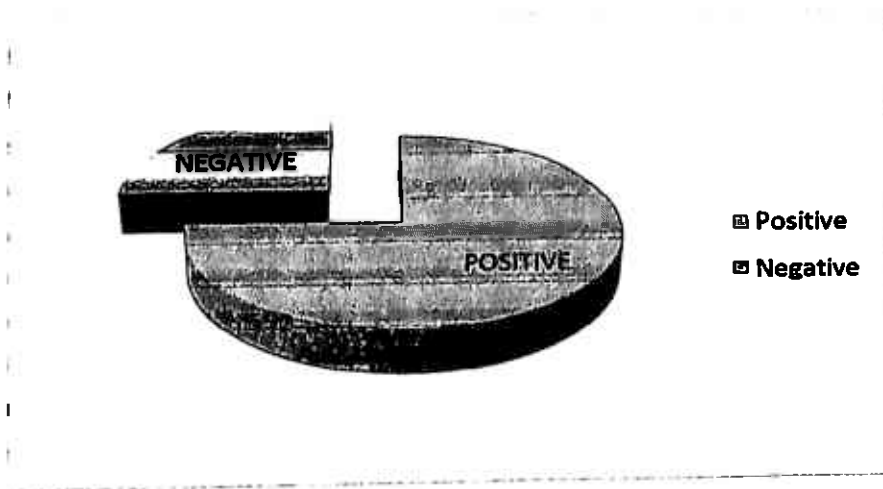
One respondent says:

“Technology has been used by some fellow endowed with expert ICT skills to hack into restricted sites and they have caused havoc. In business, they have cracked ATM security systems and stolen millions of shillings.”

The research also found out that beside the tools that were mentioned in the questionnaire, there were other tools that were used in the Diplomatic Missions of the East African States. These include the satellite, fiber and unspecified security devices. All the respondents felt that the use of ICT has been very helpful in the conduct of international Relations. They also felt that it has eased communication.

### 4.3 Information Communication Technology and Diplomacy

**Figure 6: Impact of ICT advancements on Diplomacy and Foreign Policy Making Process.**



Source: Field data.

The figure shows the feelings of the respondents. It is clearly indicated that majority of the respondents feel that ICT has had a more positive effect than the negative one.

Another question (Question: 5) asked to the respondents was, “How has ICT affected Diplomacy and Foreign Policy formulation and implementation process?” The study found out that technological advancement has both positive and negative effects on the conduct of Diplomacy among the East African States. It has enabled states monitor their diplomats easily. The diplomats are also able to communicate with their home countries easily and effectively. All the respondents indicated that they use the internet which enables them to send messages home and to other missions via email and other internet platforms. The diplomats also use mobile phones in their communication. The mobile phone is far more convenient than the fixed telephone since one can transact business far from the office. This advancement in technology has no doubt made the work of diplomats much easier than it was in the years gone. The mobile phones, fax



machines, the internet, and Facebook are just but a few of the tools through which the Diplomats from the East African States relay messages to their sending states quickly and more effectively.

Advancement in technology has also helped keep diplomats on their toes. The diplomats are direct representatives of their head of state. They are therefore watched by a retinue of people with many interests. Consequently they cannot afford to make a mistake in their performance.

Indeed, in the words of one respondent:

“Technology has enabled diplomats to be more honest, people of integrity, due to the fact that ICT has enabled each state to monitor their service men and women in all their activities.”

Technology has further contributed positively in informing the diplomats. The internet has kept them abreast with the happenings around the globe and therefore they make well informed decisions. The study also found out that the East African States conduct meetings with their various Diplomatic missions all over the world through use of internet platforms. Videoconferencing comes in very handy. ICT has brought in convenience, reliability and integrity in the policy formulation and implementation process. These advancements in technology have made the signing of agreements which can be done from different locations just by the touch of a button. Further there is the development of systems that will help embody foreign policy of all states which improves cooperation on all dimensions. Technology has enabled East African diplomats in all parts of the world communicate with each other and even represent the region in their respective missions. This has also enabled diplomats coordinate and share ideas especially in instances where they are in same multilateral negotiations or conferences like UN conferences.

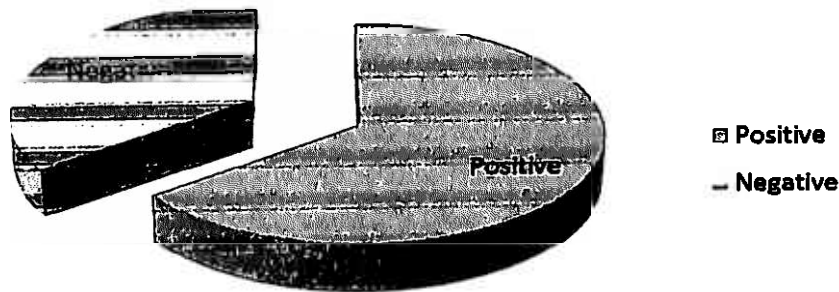
In response to question 10; “has technology helped diplomatic missions’ represent the East African Communities better?” one respondent says:

“ICT has brought an ease in the way foreign missions handle their work and it has offered a platform for communication [sharing] of information and between other foreign missions.”

The implication here is that ICT has improved communication not only among the EAC member countries amongst themselves, but also the communication between the EAC as a bloc and other countries.

However technology has also affected diplomacy negatively. ICT has brought in an influx of actors and information that flows very fast. Thus diplomats have to keep abreast with all the activities of the new actors and the speed, which seems to get faster by the day, at which information flows due to new Technology. They hardly have enough time to analyze and come up with reactions and decisions on the issue at hand. As is the argument in the CNN effect media is used to shape policy, the communication channels that have been introduced with these new technological platforms.

**Figure 7: View of Respondents about ICT and Foreign policy**



Source: Field Data.

The figure shows show that majority of the respondents feel that ICT has positively aided in foreign policy.

Through question 8 of the questionnaire, the study wanted to the foreign policy formulation and implementation process of the East African states has been affected by the advanced ICT technology. It was found out that ICT has also affected the Foreign Policy making process mainly positively. In the words of one respondent:

“ICT has brought convenience, reliability and reliability among East African countries. Agreements can be made and conclusions reached from different locations at the touch of a button.”

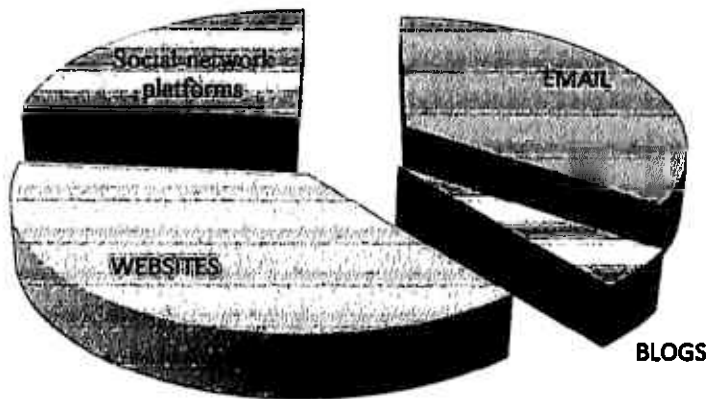
With these new technologies, treaties or agreements are arrived at fast. This is done very easily where negotiators use email, teleconferencing platforms to communicate with each other and also communicate with their respective governments.

Regarding the effect that ICT has on the consolidation process of the East African states, which was covered in the 9<sup>th</sup> question on the questionnaire, which was, “In your opinion has ICT affected the consolidation process of the East African states foreign policies?” the study found out that the contribution has been immense. ICT has also helped in the consolidation process of the Foreign Policies of various East African countries. This is enhanced by the fact that the EAC partners are developing platforms and designing systems to integrate all the foreign policies of the member states which will in turn boost economic, social and even political cooperation. Indeed the platform is already formed. One respondent says:

“Due to the fact that through ICT a platform has been developed to design systems that embody the foreign policies of each of the East African countries thus enabling economic, social and political cooperation and growth.”

The study found out, through question 6 on the questionnaire, that almost all the East African Diplomatic Missions in Kenya use one or the other internet platforms to communicate between themselves, with other diplomats in other foreign missions in Kenya, the rest of the world, their home governments and the public. This is shown in Figure 7 which follows.

**Figure 8: Use of Various Internet Services by East African Diplomats to Communicate.**



Source: Field Data.

Figure 8 on the internet, shows that the embassies are keen on moving forward with every discovery.

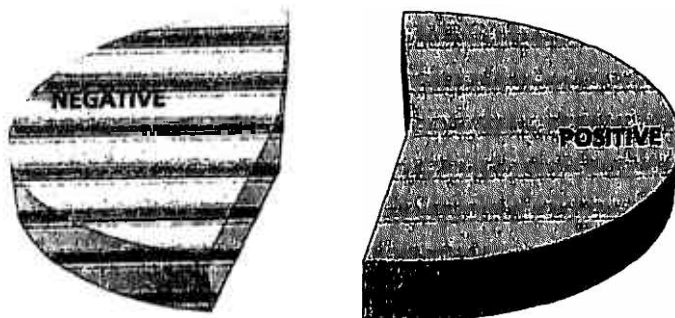
The respondents use emails to send and receive personal messages. These messages may be either official or personal. The study found out that most of the respondents use the website for information gathering. The recent developments of social network platforms have also been used by the diplomats to communicate; they use these platforms such as Facebook accounts, twitter accounts among others to communicate. They create their own individual pages and common pages of the diplomatic missions or offices. Through these pages, the public can post information or even ask questions. However these social network platforms are used to send less formal messages. All the five EAC countries have diplomatic office websites, these websites are elaborate and inform on all that the embassy or foreign affairs office does.

Another respondent says, “websites have come in handy in informing and educating the public on diplomatic issues and foreign affairs easily at a lower cost.” The accessibility of these websites has helped the public to easily get all information one needs. This has been lauded by many. For instance, the journalists are happy that they do not have to keep chasing after diplomats who have hitherto been very elusive.

In conclusion on issues regarding the use of internet services in general, all the respondents felt that the ICT has really come in handy in the conduct of International Relations for East African States. This was in response to the 7<sup>th</sup> question in the questionnaire which sought to know whether, the use of the internet services had been helpful in the conduct of International Relations among the East African State.

#### 4.4 Technological Advancement and International Security

**Figure 9: Impact of ICT advancement on the International Security of East African States.**



Source: Field Data.

This diagram shows that technology has almost an equal contribution to security on one hand and on the other hand, the lack of security. Figure 8 reveals the perceptions of the respondents regarding the impact technology has had on international security. The study found out that whereas it is irrefutable that technology has had very positive effect on international security, it was also true that the same technological advancement has had some negative contribution to the same arena.

There are very advanced information gathering gadgets, sophisticated military ware and even war machinery for the state armies. There have secret missions and invasions into enemy territory with great success. For instance, the Kenyan Defense Forces “Operation Linda Nchi” in Somalia owes much of its success to technology which enabled to make very precise strikes on the enemy. In retrospect, this technological advancement is not a preserve of the state. Unfortunately the enemies of the state too have access to this technology. One respondent says;

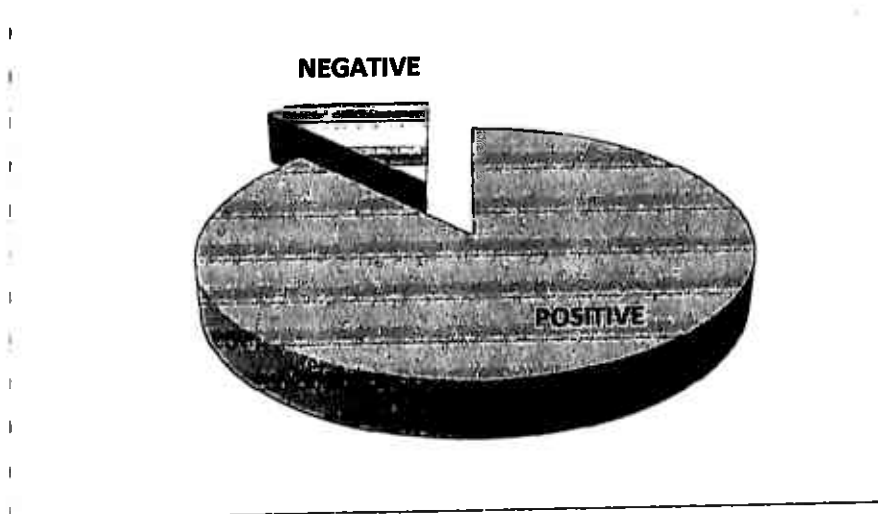
“Terrorists are using online platforms to spread the gospel of terrorism and are using the World Wide Web as a platform for communicating with one another and passing information that is sensitive.”

Terror organizations, groups, gangs and militia in east Africa like the Al Shabaab have indeed used technology to wreak havoc in East Africa. The 1998 bombings of the US Embassies in Nairobi and Dare Salaam come to mind quite quickly. The Al Shabaab bombing in Uganda a few years ago and the recent and even the continuing spate of attacks in Kenya illustrate that the terrorist can, with the touch of a button or a phone call, cause great harm to humanity. Further through the use of more advanced technologies, government websites have been hacked into. Thus arguably technology has compromised the security of the East African States. But when all is said and done, the positive effect of technological advancement supersede the negative ones by far. As the Agenda setting theory states these terror gangs and militia use the new ICT platforms

to influence public agenda especially social media to advance their ideology, and also gain public consent or approval of their actions from their sympathizers, source for funds and even plan their attack.

#### 4.5 Technological Advancement and International Trade

**Figure 10: Impact of technological Advancements on International Trade of East African States.**



Source: Field data.

Figure 10 shows that an overwhelming majority of respondents feel that ICT has greatly aided international trade.

The study found out that, in the words of one respondent:

“Communication channels have been created by ICT thus enhancing trade between the East African States. Systems have been developed to sustain and fast track trade between the states at border points.”

On whether ICT has affected the EAC Trade Integration process, which was sought in question 14 on the research questionnaire, all the respondents were in agreement that it has.



Platforms such as Facebook, specific websites, blogs and blogs have been used effectively for trade development in East Africa. For instance the OLX website where one can advertise anything they want to buy and sell is attracting good very business. This service has eased advertising since many more people are reached by the advert. This use of the internet to create awareness of a product or service is evidence of how well the media sets public agenda. since through advertising, how long the advert runs and how big it is more people see it and learn more about it.

The respondents also felt that technological advancement has enhanced the efficiency of trade transactions and greatly improved coordination between different actors and government agencies. Increased innovations in EAC have boosted international within the EAC in a great way. For instance, the M-Pesa money transfer platform by the mobile phone giant-Safaricom- has revolutionalised trade in East Africa. A person in Kakuma, Kenya can pay for some item bought in Ruvuma, Tanzania, within the minute. Other money transfer systems include the M-Shwari and even Airtel money. The ATM banking is a conventional money transaction system which has also played a major role in the improved trade within the EAC.

The study also wanted to find out, through question 12, whether ICT had affected the trade relations between the East African Community and other regional blocs in the world. It was found that availability of information networks has improved the trade relations amongst the East African States themselves and also between the EAC as a region and other trading blocs. The study found out that the trade between the EAC and the EU has been enhanced through technology. Crucial information on products and services is availed online and thus easily accessible. Increased information to investors also attracts more investors from the EU and

elsewhere to EAC. Through the 14<sup>th</sup> question, the study wanted to find out the opinion of the respondents on whether it was true that ICT has heightened EAC's position in the international arena and increased its negotiating power and influence.

Finally on the questionnaire the study sought an evaluation from the respondents on how EAC compares with the other regional blocs in regard to the use of ICT. On a scale of 1-5 the respondents gave an average score of 2. This score was justified in the following words of a respondent:

“EAC is still forming structures of working together and thus ICT is still in the fundamental beginnings of the entire process as compared with other regional blocs. Our neighbors like the COMESA and SADC, leave alone other blocs like the EU, have grown and structures where ICT is seen as a pillar of growth.”

## **CHAPTER FIVE: SUMMARY, CONCLUSION AND RECOMMENDATIONS**

### **5.1 Introduction.**

This chapter looks at the summary of the study. It includes an overview of the research process, the research problem and how it was solved and key findings. It further has a conclusion emanating from the study; and recommendations.

### **5.2 Summary**

This Study was on the impact that technological advancements have on international relations of the East African States. It is divided into five chapters. The first chapter looked at the introductory part of the study; the statement of the problem; objectives of the study and the justification for conducting the study. The second chapter addressed the relevant literature that exists on the relation between international relations and technological developments. The chapter also looked at the Agenda Setting Theory which was the theoretical framework that informed the study. The third chapter looked at the research methodology and design. It highlights the various research design aspects; sampling, data collection methods and the research tools that were used. The fourth chapter is on data presentation and analysis. Chapter five, the final chapter of the study gives a summary of the project. It further looks at the findings of the study and gives the recommendations based on the findings of the study.

The study was conducted at four Diplomatic missions of the respective EAC countries in Kenya and the Kenyan Ministry of Foreign Affairs and international trade. The study used both explorative and explanatory research designs. The data collected was analyzed graphically and also narratively.

### **5.3 Summary of Findings**

The study found out that all the Ministry of Foreign Affairs and the diplomatic missions of the East African States in Kenya use various ICT in their communication chores to a large extent. The ICT tools used by the diplomatic missions include the landline telephone, the mobile phone, the fax, the computer and the internet. Some of the diplomatic missions even use satellites to communicate. The advancement in technology is embraced in running the IR affairs regarding, international security, international trade, and diplomacy and foreign policy implementation. Indeed all the respondents say that the effect has been tremendous ICT has also been hailed for aiding in the conduct of International Relations among the East African states and positively affected the integration process of the East African states. It was found out that ICT has further boosted the conduct of the business (international trade) of the people of the peoples of East African. It was still found out that this advanced technology has helped the countries of East Africa to trade with other trading bloc of the world.

The study also found out that this new technology has enhanced the position of the East African states on the globe. The field data also found out that despite the strides made East African states were still lagging behind in the embrace of technology. All the diplomatic missions use the latest internet platforms to communicate with their various publics. Technological advancement has not only influenced the International Relations of EAC regionally but also internationally. There have been positive and negative effects of technology on all the spheres of International Relations on the East African States.

The study set to find out the impact of technological advancement of the international relations of the East African States. The research questions used to address this problem are indicated below together with their responses:

- 1) What is the Impact of technological advancements on diplomacy and foreign policy implementation?

The study found out that Technological advancements have had both positive and negative effects on diplomacy and foreign policy formulation process. It was clear that due to technology diplomats have improved efficiency, integrity and transparency. There is also fast flow of information and communication between all the players is enhanced.

- 2) How has technological advancements affected international security in East Africa?

The study found out that Technology has affected the security situation in East Africa. On one hand it has made communication between security personnel better and even enabled the security apparatus to be more effective. Thus technology has improved the security of the EAC Region. The study also found out that this technological advancement by few anti-social elements such the Al-Shabaab to cause harm.

- 3) What is the impact of advancement in technology on the conduct of Trade among East African States?

The study found out that Technology has had great positive impact on international trade among the East African peoples. Cross border trade has been eased with the embrace of faster clearance programs and information relaying systems. It was also found out that trade amongst the people of East Africa is thriving with across the borders. The overriding factor however is that technology has brought more good than bad.

## **5.4 Conclusion**

The study investigated the impact that technological advancements have had on the conduct of international relations. It was found out that the East African States have embraced technology in their transactions evidenced by the many respondents who admitted to using one or more of the ICT tools indicated in the questionnaire. Though this is the right direction, it was nevertheless lost to the study that much more has to be done. The uses of these technologies have brought in both positive and negative effects. The advanced technologies, especially information communication technologies have brought in many advantages for EAC countries' International Relations.

Firstly they have increased the efficiency of the EAC states' communication with both their diplomatic missions abroad and other actors in the realm of International Relations. This is true since all the respondents admitted to using communication tools like internet, cellular phones and fax among others to send and receive messages from all the actors they interact with, they further added that these communication tools were faster and saved a lot on resources such as time and even finances. From the study it is also very evident that technologies also improve efficiency and service delivery of diplomats and diplomatic missions, since through these technologies their operations are monitored by all actors very easily prompting for a lot of diligence in service. Further technological advancements are a great boost to international trade both within the EAC and the rest of the world; since these technologies have brought in less expensive methods of advertising. These methods include mobile advertising and internet advertising which are fairly cheap as compared to advertising in traditional mainstream media. More to that internet and mobile advertising reaches more people as compared to traditional advertising, for instance an

advert on the internet can be seen by people from all over the world. Internet and mobile phones have also created a lot of employment with many people trading their consultancy services via the internet.

Further the use of mobile technology has led to innovations such as mobile banking: like Mpesa which has created employment for many people who work as Mpesa agents in the EAC countries. This creation of employment is very good for the economic welfare of the region and as some respondents said; it has really helped boost the position and bargaining power as a region at international negotiations with other states or regional blocs.

On matters of security, these technologies have really helped to curb crime, since through use of mobile phones, internet services civilians are able to monitor and even report crime to security officials. For example, technological advancement and the use of gadgets such as CCTV surveillance cameras to monitor security situation have boosted security and even aided in the arrest of terrorists. On the other hand technological advancements have had negative effects on international relations of East African States: firstly these new technologies have affected the international security situation in the region.

Still terrorist gangs and militia groups have used these technologies to advance their ideologies, recruit followers, source for funds and even plan attacks in the region. This technological advancements have also negatively affected diplomacy and foreign policy implementation process since it has led to an influx of actors in International Relations who have become very key people in the running of international affairs. These many actors have complicated the

decision making process since all their ideas and inputs must be incorporated. Nonetheless East Africa Community is still forming structures of working together; and ICT integration systems are still in the rudimentary stages, it should be noted that there are other regional blocs in the world that are very advanced. Therefore the EAC should look beyond what they have to make a mark on the globe.

The big question emanating from study is whether or not ICT is good for the diplomatic roles of the people of East Africa. The findings are tilted toward supporting that ICT is good for the conduct of IR. But before drawing a conclusion with finality, it is necessary to ask; what is good? What is bad? And furthermore, in whose eyes are the terms being defined? This study is aware that various scholarly debates can emerge in pursuit of answers to the asked questions. All in all the study was guided by simple approach of looking at good as human virtue; that which is embraced by a majority of the people involved. Whereas a terrorist would hail the blowing up a church on a Sunday morning it is the view of this study that such an action would be bad but not good. The research has revealed that there are instances when ICT is used in easing the diplomatic roles of the people of East African on one hand but on the flip side the same technology is used to cause harm to mankind. The general feeling nevertheless is that since the good use of the advanced technology by far surpasses the bad use of the same technology, focus and synergy should be set on advancing the knowledge further to counter its(technology's) perverted use.

### **5.5 Recommendations**

It is evident that technological advancements have positive and negative effects on the International Relations of the East African States.



### **5.5.1 Policy Recommendations**

From the study it is clear that technological advancements especially in ICT have created more public awareness on foreign policy, diplomacy and other international affairs issues among the East African citizens. Thus there is need for the EAC governments to fully embrace these new technologies to inform their publics on their international affairs and also gain consent for their foreign policy making and implementation processes.

The EAC members can also establish virtual diplomatic missions in all countries in the world which will help save on resources and enable them establish relation with all states in the world; a diligent move for their international relations at a global level.

Technological advancements have also brought in challenges to the fight against international crime and terrorism for the EAC states. There is therefore need for these states as individuals and as a region to develop mechanisms to monitor online communications to track criminal activities, curb and even prosecute cyber crimes that are a threat to international security.

The EAC members should also fully embrace these technological advancements especially in communications so as to realize their full potential in trade both within and without the region. They should also develop ways to curb illegal online trade and other online crimes that negatively affect trade.

Further the study recommends the establishment of an inter-governmental ICT Agency which would fast track the uptake of technological advancement in East Africa in an effort to make EAC competitive on the globe.

Finally the study recommends further investigations on the impact that technological advancements have had on the conduct of international relations of the individual East African Countries be carried out. More detailed study also needs to be done on the impact that individual technological platforms have on the conduct of international relations.

### **5.5.2 Academic Recommendations**

This study recommends that;

Further investigations on the impact that technological advancements have had on the conduct of international relations of the individual East African Countries be carried out.

More detailed study need to be done on the impact that individual technological platforms have on the conduct of international relations.

There should be an inter-governmental ICT Agency which would fast track the uptake of technological advancement in East Africa in an effort to make EAC competitive on the globe.

The findings of this study are availed for scholars interested in the study of International Relations.

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## **APPENDICES**

### **Appendix 1**

#### **Questionnaire**

My name is Janet Kathambi Rugendo. I am a student at the University of Nairobi undertaking a Master's degree in International Studies. The title of my research is; *The Impact of Technological Advancements on The Conduct of International Relations of the East African States*. I am collecting data as part of the research for my thesis. I am kindly requesting for your participation in this survey. All the raw information given shall be handled in strict confidence. Thank you in advance.

Please fill the following questionnaire.

1) Which of the following information communication technology instruments are at your disposal in the office? (Please tick for yes and cross for no as applicable)

i). Telephone (landline), (    ) ii). Mobile phone. (            ) ii). Fax.(            ) iii). Computers (            ) iv). Internet (    )

2) Please list other instruments (if any) that are left out.

i)

ii)

iii)

3) How long have the following ICT tools been used in your office? Answer to the nearest year. (a) under 5 years, (b) 5-10 years (c) 10-15 years (d). 15-20, (e) over 20 years.

- i) Telephone (landline)-----
- ii) Mobile phones-----
- iii) Fax-----
- iv) Computers-----
- v) Internet-----

4) How do you rate the use of ICT tools in your office with regards to; (High, Average and Low?)

- a) International Security matters?-----
- b) International trade?-----
- c) Diplomacy-----
- d) Foreign policy formulation and implementation?---

5) How has ICT affected the conduct of Diplomacy among the East African states?

6) a) Do you use internet services like email, blogs, social network platforms like facebook and twitter to communicate with the citizens of your host countries and your sending state?yes ( ) no ( )

b) If yes, which of the internet services do you use? Kindly tick.

- i) email-----
- ii) blogs-----

iii) websites-----

iv) Facebook-----

v) twitter-----

- 7) Do you feel that the use of these services has been helpful in the conduct of International relations among the east African states? Yes ( ) No ( )
- 8) a) How has the Foreign policy implementation and formulation process of the East African states been affected by the developments of ICT? Positively ( ) negatively ( )  
b) Give a brief reason for your answer above.
- 9) In your opinion has ICT affected the consolidation process of the East African states foreign policies? Yes ( ) No ( ). Give a brief reason for your answer.
- 10) Has technology helped diplomatic missions represent the East African community better? Yes ( ) No ( ). Give reason for your answer.
- 11) Do you feel that ICT has positively affected the conduct of international trade among the east African community partners? Yes ( ) No ( ). Please mention areas that inform your answer.
- 12) How has ICT affected the trade relations between the East African community and other regional blocs in the world like the EU? Positively ( ) Negatively ( ). Give a brief explanation of your answer.
- 13) Has ICT negatively affected the fight against terrorism among the East African Community partners? Yes ( ) No ( ).  
Briefly comment?
- 14) Has ICT affected the EAC Trade integration process? Yes ( ) How? No ( )



15) Do you believe that ICT has enhanced your country's position in the community of nations? Yes ( ) how?

No ( ) why?

16) In your opinion is it true that ICT has heightened EAC's position in the international arena and increased its negotiating power and influence?

Yes ( ) how?

No ( ) why?

17) How does the EAC rate as compared to other regional blocks in the use of ICT in the world? (On a scale of 0-5. 0 being the lowest level and 5 being the highest level.)

## **Appendix 2**

### **Interview Guidelines**

1. In your opinion how has ICT affected the formulation and implementation process of foreign policies of the East African States?
2. What do you feel are the effects of ICT on the international trade among the east African countries?
3. How has ICT affected the East African community's trade relations with other regional blocks?
4. How has the development of ICT affected the war on terrorism, piracy and other crimes in the east African region?
5. What effects has ICT had on the conduct of diplomacy among the east African states?
6. In your opinion how has ICT affected the bilateral or multilateral negotiation processes for the East African states?
7. What aspects of your work have been negatively affected by the developments in ICT?
8. Do you feel that ICT has improved east African community's position in the community of nations?