

The influence of reforms on service delivery in the Department of Immigration, Ministry of Immigration and Registration of persons, Kenya

Murithi, Linus Labanson

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Abstract:

The study sought to establish how reforms implemented in the department have influenced service delivery to its customers. The study was based on implementation of three Departmental working papers namely the Needs Analysis Paper of 2001, the Immigration Reform (Restructuring) Report of 2005 and finally the Systems, Practices, Policies and Procedures Audit Report of 2006 by KACC. These reports were generated in an attempt to come up with solutions to endemic corruption and poor service delivery. These reports had highlighted the areas of Departmental shortcoming and made recommendations to improve service delivery. The purpose of the study was to establish the influence of reforms implemented by the Department on its service delivery. Therefore, the objectives of the study were to evaluate influence of adoption of ICT on service delivery, determine the influence of increased staff numbers on service delivery and establish how strong anticorruption efforts influenced service delivery. Other objectives were to determine the success of public awareness programs and how they influenced service delivery, to assess the impact of decentralization on service delivery and finally to explore the influence of administrative reforms on service delivery. The research design was a survey and the research instrument used was mail questionnaire. Stratified random sampling method was used to proportionately cover the Headquarters, Regional offices, International airports and Border control points. A total of 80 respondents representing 10 % of all immigration officers participated in the study. The findings of the study are that the implementation of reform measures positively influenced service delivery. Reform efforts awareness stood at 98.8% and ICT usage was at 94.7%. Adoption of ICT was rated as having the greatest influence on service delivery while public awareness efforts were least rated. Staffing levels had improved with 80% of respondents stating that the numbers were adequate and therefore this positively influenced service delivery. Administrative reforms drove the change toward improved service delivery while decentralization reduced congestion at service centers by spreading services near the service seekers. The study recommends on the need keep the reform agenda pace and ultimately internalize the positive changes to transform the Department to the aspired status as articulated in the vision and mission. There is also urgent need to adopt an integrated ICT platform by interlinking all sections and stations for improved operations. Public education, information and communication strategy was poorly rated, in order to maintain a good corporate image and proactively address the customers' needs; there is urgent need to revitalize Public relations office at the Department level.