

**FACTORS INFLUENCING TIMELY REGISTRATION OF PERSONS IN
KISUMU CITY, KENYA**

BY

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DECLARATION

This research project is my original work and has not been presented for any award in any other university.

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DEDICATION

I dedicate this work to my dear wife Hellen, sons Kennedy, George, John Victor, daughters Nolly, Janet, Millicent granddaughter Lesley and nephew, Kenneth.

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ABBREVIATIONS & ACRONYMS

ASAL	-	Arid and Semi Arid Land
CAP	-	Chapter
CEDAW	-	Convention on Elimination of all forms of Discrimination against women
CSCS	-	Construction Skill Certificate Scheme
EMS	-	Expedited Mails Service
EPIC	-	Electronic Privacy Information Centre
GOK	-	Government of Kenya
ID Card	-	Identity Card
KAAC	-	Kenya Anti-Corruption Commission
KNCHR	-	Kenya National Commission on Human Rights
KNEC	-	Kenya National Examination Council
MIN	-	National Identity Number
MIR	-	Ministry of Immigration and Registration of Persons
NIDA	-	National Identification Agency – Rwanda
NIMC	-	National Identity Management Commission
NRB	-	National Registration Bureau
PTS	-	Photographic ID Card to indicate training in track safety
UK	-	United Kingdom

ABSTRACT

Registration of Persons is undertaken in many countries worldwide for national socio-economic, security and political development. Kenya is not left behind and therefore one of the countries which use identification card for the same development agenda. The government of Kenya for the purpose of issuance of National Identity Card enacted registration of persons Act chapter 107, Laws of Kenya. This act requires every Kenyan citizen who has attained the age of 18 years and above to register and obtain National Identification Card. According to the service charter issued by the department of National Registration Bureau under the Act one receives his/her National Identification Card within 37 days from the time of application. However, people in Kisumu City and other parts of the country complain that they hardly receive their National Identification Cards within the timeline stipulated in the service charter and that some wait as long as 2 years. In countries like Rwanda, citizens can receive their National Identification cards on the same day of application. Since National Identification cards are used in important socio-economic, security and political development areas the delay in its issuance to the Kenyan citizens deprives them the right to participate in the areas of development. The delay denies Kenyans their right to register properties, to obtain travel documents, driving license, register marriages, vote, be elected to political positions, register as a voter, employment, education, open and close bank accounts, buy and sell properties, elect a person of their choice in political office and obtain loans for college fees. The purpose of the study was therefore to establish the factors influencing timely registration of persons in Kisumu City. The objectives of the study were therefore to examine the influence of registration requirements and systems, training of registration staff and infrastructure of the department on registration of persons. The study was guided by the theoretical and conceptual framework. The literature review conducted on the hypothesized factors had a bearing to the delay. The research was adopting a case study method and targets a population of 1093 in Kisumu City. The respondents were ID card applicants, Chiefs, Assistant chiefs, Id vetting elders and registration officials. The researcher used interviewing guides and questionnaires as data collection instruments. The validity and reliability of the research instruments were tested to ensure accuracy and consistency in measurements. However before the researcher and his assistants moved for the survey consent was sought from the University of Nairobi. Data collected was grouped, organized and categorized according to specific objectives and research questions. Closed-ended questions were awarded numerical scores when open-ended questions were analyzed on the basis of item by item as answered by respondents. These were then organized using descriptive statistics; frequency counts and percentages. The data was analyzed interpreted and summarized. The findings of study confirmed that the registration requirements were not easily accessed, centralized registration system was not efficient, registration officers were not adequately trained and that inadequate and outdated infrastructure of the National Registration Bureau hamper the effectiveness and efficiency of the department hence delay in registration of persons. In conclusion the factors influence the registration of persons. The recommendations of the study were that the department of registration of persons and other stakeholders should formulate registration requirements which are easily accessed, decentralize production of Id cards to counties, improve their human resource capacity and embrace use of current technology to reverse the delay in registration of persons.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Registration of Persons is a globally accepted strategy for promoting security economic and political developments (Allonby, 2009). Persons registered are issued with identification cards to achieve the development agenda. Privacy International(1996)defines identity card as any document which may be used to verify aspects of a person’s personal identity. If issued in the form of a small, mostly standard – sized card, it is usually called an identity card (ID). Countries which do not have formal identity documents may require informal documents. In the absence of a formal identity document, driving licenses can be used in many countries as a method of proof of identity, although some countries do not accept driving license for identification, often because in those countries they do not expire as documents and can be old and easily forged. Most countries accept passports as a form of identification (EPIC, 2008).

In many countries the rule is that foreign citizens need to have their passports or occasionally a national identity card from their country available at any time if they do not have residence permit in the country (Privacy International 1996). Information present in the document or in a supporting database might include the bearer’s full name a portrait photo, age birth date, address, an identification number, profession or rank, religion, ethnic or racial classification, restrictions and citizenship status. New technologies could allow identity cards to contain biometric information, such as photographs, face, hand or iris measurements, or fingerprints. Electronic identity cards or e- IDs are already available in territories such as Hong Kong, Malaysia, Estonia, Finland, Belgium, Guatemala, Portugal, Morocco and Spain (IACSIT International Journal of engineering and technology vol. 4, No. 5 Oct, 2012). The version of passport invented by King Henry V of England is considered by some to be the earliest identity document. Photographs began to be attached to passports and other photo IDs in the early decades of the twentieth century after photography became widespread (ibid). Before World War I most people did not have or need identity documents. The shape and size of identity cards was standardized in 1985 by ISO/IEC 7810. Some modern identity documents are smart cards – they include a difficult-to-forge embedded integrated circuit – standardized in 1988 by ISO/IEC 7810.

The adoption of identity cards is supported by law enforcement officials who claim that it will make surveillance and identification of criminals easier. However concern is also expressed about the extensive cost and potential abuse of high-tech smart cards (Nathan Allonby Global Research 2009). In the United Kingdom and United States especially government – issued compulsory identity cards or more precisely their centralized database are a source of debate as they are regarded as an infringement of privacy and liberties. Most criticism is directed towards the enhanced possibilities of extensive abuse of centralized and comprehensive databases storing sensitive data (EPIC Washington DC, 2008). A 2006 survey of UK Open University students concluded that the planned compulsory identity card under the identity card Act 2006 coupled with the central government database generated the most negative attitudinal response among several alternative configurations. In order to avoid mismatching people and fight fraud, there should be away as securely as possible to prove a person’s identity. Every human being already carries one’s own personal identification in the form of one’s DNA, which cannot be falsified or discarded. Even for non-state commercial and private interactions, this may shortly become the preferred identifier, rendering a state-issued identity card a lesser evil than the potentially extensive privacy risks associated with everyday use of a person’s genetic profile for identification purposes (EPIC, 2008).

In the Netherlands identity card is applied for and issued to a citizen of age 16 years and above at the Municipality where one resides and at a Dutch embassy for citizens living abroad within two weeks; the document is used when one applies for welfare benefits and to open bank accounts and police officers may demand to see it for security maintenance (Government of Dutch, 2013). The National Registration Department of Malaysia(2013) states that citizens of age 12 years are issued with identity cards within 10 days on production of their birth certificates and parents’ or guardians’ identity cards.

The cost of introducing and administering an identity card system can be very high. Figures from \$30 (US \$45) to \$90 or even higher have been suggested for the proposed UK ID card. In countries like Chile the identity card is paid by obtaining up to \$6 and in countries like Venezuela the ID card is free. This however, does not disclose real cost of issuing ID cards. Rather than focus on government – issued ID cards federal policy has the alternative to encourage the variety of identification systems that exist in the private marketplace today. Many

of the private systems already provide better assurance of identity and trustworthiness than many government issued ID cards. However lack of rules for those can lead to problems. For example in Sweden private companies such as banks refused to issue ID cards to those without a Swedish card for security reasons, which forced the government to start issuing card (Privacy International,1996).According to Privacy International (1996) possession of identity cards was compulsory in about 100 countries, though what constitutes compulsory varies. In some countries it is compulsory to have an identity card when a person reaches a prescribed age. The penalty for non-possession is usually a fine but in some cases it may result in detention until identity is established (IACSIT International Journal of Engineering Vol. 4, No. 5 of Oct. 2012). For people suspected with crimes such as shoplifting or no bus ticket; non-possession might result in such detention also in countries not formally requiring identity cards. In practice random checks are rare, except in certain times.

In Africa some countries have made identity card compulsory for citizens: It is compulsory for all Egyptian citizens aged 16 or older to possess ID card (literally personal verification card). In daily colloquial speech it is generally simply called el-bitega (the card). It is used for; opening or closing a bank account; registering at a school or university; registering the number of a mobile or landline telephone; interacting with most government agencies including: applying for or renewing a driver's license, passport, any social services or grants, registering to vote and voting in elections and registering as a tax payer (Privacy International, 1996).

In Kenya, registration of persons Act, Laws of Kenya was amended in 1978 to provide for registration of all Kenyan citizens both male and female who attained sixteen (16) years and above. A fully-fledged department of National registration Bureau currently under the Ministry of Interior and Coordination of National Government was created and book form of Identity card was replaced with what has become known as the 1st Generation Identity card according to the Kenya Legal notice No. 18 of 1979. In 1980 the Registration of Persons Act was amended again and the age of qualification for registration was raised to 18 years (GOK 1995). Registration of Persons is however centralized hence Id cards are produced at the Production Center NRB headquarters Nairobi before they are forwarded to the application points in the sub counties.

According to the service charter prepared by the department of National Registration Bureau identity cards once applied for are expected to be delivered to the applicants at the application

points (in the sub counties) within 17 to 37 days from the date of application. Kenyans however complain that instead of receiving their id cards within 37 days as stipulated in the service charter many people wait to receive their id cards for even 2 years (KNCHR, 2007).

The delay is real in Kisumu City as it is not unusual to hear members of the public talk bitterly about it in public places, markets, bus-stands, playgrounds, funeral and political gatherings.

Table 1.1 explains the extent to which the delay is experienced;

Table 1.1: Applications Sent to Headquarters and ID cards received from Headquarters between January 2012 – April 2014

Month	No. of applications sent to headquarters	Month	No. of ID cards received from headquarters	Variance	No. of Rejections
January 2012	2,389	February 2012	1,622	767	111
February 2012	3,206	March 2012	2,047	1,157	211
March 2012	2,347	April 2012	1,403	944	194
April 2012	3,313	May 2012	1,456	1,857	142
May 2012	1,950	June 2012	1,990	+40	140
June 2012	1,690	July 2012	2,216	+526	99
July 2012	2,056	August 2012	2,201	+145	38
August 2012	4,779	Sept. 2012	2,205	2,574	197
Sept. 2012	4,075	October 2012	2,436	1,639	109
October 2012	4,736	November 2012	3,412	1,324	161
November 2012	4,477	December 2012	5,836	+1,359	96
December 2012	4,078	January 2013	2,169	1,909	212
January 2013	2,160	February 2013	1,646	514	117
February 2013	1,544	March 2013	2,014	+470	77
March 2013	981	April 2013	1,909	+928	30
April 2013	1,418	May 2013	1,587	+169	80
May 2013	1,583	June 2013	1,451	132	57
June 2013	1,345	July 2013	1,420	+75	97
July 2013	1,545	August 2013	897	648	6
August 2013	1,530	Sept. 2013	457	1,073	61
Sept. 2013	1,426	October 2013	1,334	92	57
October 2013	1,724	November 2013	1,389	335	31
November 2013	1,536	December 2013	682	854	34
December 2013	1,199	January 2014	2,046	847	24
January 2014	1,850	February 2014	1,982	+132	42
February 2014	1,644	March 2014	2,266	+622	48
March 2014	1,904	April 2014	1,032	872	26
TOTAL	62,485		51,107	11,378	2,497

Source: NRB Kisumu County Office

The figures shown under variance and rejection columns indicate delay in the issuance of identity cards to the applicants in Kisumu City during the period between the months of January 2012 and April 2014. In the variance column the plus signs against the figures reflect the number of identity cards received in excess of the number of identity cards expected during the month. This also implies arrears of identity cards which ought to have been received in the previous months. The rejections are taken as deviations from set standards of registration of persons detected at the Production Center Nairobi. The sum of applications represented in the variance and rejection columns are the number of persons (13,875) whose identity cards could not be delivered in good time during the period which attracted public outcry from time to time (Osumba, 2011). The delay in issuance of identity cards was therefore real in Kisumu City during the period under review.

1.2 Statement of the Problem

To get services from Government offices or Private organizations one is required to produce his/her id card as stipulated in registration of persons Act, Chapter 107, Laws of Kenya (GOK.1963) The delay in registration of persons denies Kenyans services which they are supposed to receive from the government offices (Ilado,2011). Osumba (2011) argued that the delay in the issuance of the National Identity card has been prevalent in Kenya and is expected to cause some adverse effects on citizens, particularly youths since without the id cards they are unable to carry out any official transactions. He further observes that some youths wait for even up to seven months to receive their id cards as opposed official waiting period of 37 days indicated in the service charter of the department of National Registration Bureau. The Kenya Truth, Justice, and Reconciliation Commission report (GOK,2013) reveals that the delay in issuance of Id cards hinders youths access to loan for University education in North Eastern region of Kenya. Due to the delay Kenyans are forced to forfeit their University loans, travel documents, employments opportunities, economic and political developments undertakings (Naodo, 2011). The study is therefore aimed to establish the factors influencing timely registration of Persons in Kisumu City and generalize the findings to other parts of the country.

1.3 The purpose of the Study

The purpose of the study was to establish the factors which influence the timely registration of persons in Kisumu City.

1.4 Objectives of the Study

This study was guided by the following objectives:-

1. To establish the extent to which registration of persons requirements influence timely registration of persons in Kisumu City.
2. To examine the level at which registration system influence timely registration of persons in Kisumu City.
3. To assess the extent to which registration staff training influence timely registration of persons in Kisumu City.
4. To evaluate the extent to which the infrastructure of the National Registration Bureau influence timely registration of persons in Kisumu City.

1.5 Research Questions

1. To what extent do registration procedures influence timely registration of persons in Kisumu City?
2. To what level do the registration systems influence timely registration of Persons in Kisumu City?
3. How does training of registration staff influence timely registration of persons in Kisumu City?
4. To what extent does the infrastructure, of the department of National Registration Bureau, influence timely registration of persons in Kisumu City?

1.6 Significance of the Study

It is hoped that the findings of the study is useful to Kenyans on matters of registration of persons. The stakeholders in Kisumu city and other parts of the country may use the findings of the study to improve registration of persons' process and make informed decisions on the matters of issuance of identity cards to the people of Kenya. The recommendations of the study may guide the authorities to develop policies and procedures which might improve the production and delivery of Identity cards to the applicants thereby achieving customer satisfaction and their contribution to national development.

1.7 Basic Assumption of the Study

The study assumed that registration requirements, system of registration, staff training and infrastructures of the department of National Registration Bureau are the factors which influence timely registration of persons and issuance of National Identification Cards to eligible Kenyans. It is also assumed that the respondents participated in the study due to the prevailing socio-economic and political dynamics in the region. The study further assumed that the opinions were instrumental to the study and therefore the findings can be applicable to the entire country

1.8 Limitation of Study

Timing was the main limitation. The respondents (Identity card seekers) were approached on the queues at the registration offices and while some accepted to complete the questionnaires as they waited to be served others completed the questionnaires after being served by the registration officers. The research assistants had therefore to be patient and wait as the situation demanded.

1.9 Delimitation of the Study

Delimitation of the study are those purposeful and conscious actions and processes of reducing the study population and area to be surveyed to manageable size The study was delimited to, Winam, Kisumu City. The City borders Nyando, Nyakach, Muhoroni and Kisumu West to the east, north, south east and west respectively. It has a population of 968,900 and their favourite food is fish. This study was delimited to identity card seekers and officials of registration of persons in Kisumu city due to limitation of time and financial resources. The survey was limited to questionnaires and interview guides for the identity card applicants and registration of persons officials. The respondents were considered to be rich in the required information.

1.10 Definitions of Significant terms used in the Study

The following terms are used in the study:

Registration of persons: The term refers to the process of identifying Kenyan citizens of age 18 years and above, registering them by capturing their civil status, photographs and fingerprints, issuing them with national identification cards and keeping a comprehensive register of all the persons so registered for the government use or other authorized agencies.

Registration requirements: This term is used to refer to the steps and documentation in the identification process conducted by the local administration and registration officials. Documents for proof of age, citizenship, loss of identity card, marriage, divorce and vetting clearance certificates, where applicable, are produced by id card seekers and their genuineness endorsed by the registration officials starting with Assistant Chief ,Chief through to the registrar of persons.

Training: The term is used in the study to refer to activities aimed at giving registration staff skills, knowledge and attitude to improve their performance and quality of service delivery. For example identifying training needs in specific areas in the organization, select officers according the need and train them accordingly.

Infrastructures: The term refers to technology, machines, transport, equipments and communication systems used by the Department of National Registration Bureau to aid the execution of their mandate.

1.11 Organization of the Study

The study was organized into five chapters. The first chapter provides details on the background of the study, purpose of the study, statement of the problem, objectives of the study, hypotheses, significance of the study, limitations and delimitations of the study and definition of terms used in the study. The second chapter offers a review of the relevant literature that provides a framework within which the data obtained was contextualized. Chapter three covers the research methodology that was applied to source, process and analyze the requisite data. Chapter four presents data analysis, presentation and interpretation. Chapter five contains summary discussions, conclusions and recommendations for policy and procedures as well as areas for further research.

CHAPTER TWO

REVIEW OF LITERATURE

2.1 Introduction

This section covers literature review which is organized under the following headings; concept of issuance of national identification cards, registration of persons procedures and systems, training of registration staff, and infrastructure of the department of national registration bureau on timely registration of persons and issuance of national identification cards.

2.2 The concept of Registration of Persons

Registration of Persons has long been advocated as a means to enhance national security, unmask potential criminals, chiefly terrorists and guard against illegal immigration. The cards are used in many countries including Belgium, Egypt, France, Germany, Greece, Hong Kong, Malaysia and South Africa; currently the United States and United Kingdom continue to debate the merits of adopting national ID cards (EPIC, 2008).

Allonby (2009) argues that many leaders including but not limited to Napoleon – France, Mao’s China and Nazis – Germany introduced issuance of identity cards to citizens with the aims of; making it impossible to change jobs without an employer’s permission; restricting movement by requiring workers to get an impossible string of visas to move legally.

According to National Registration Bureau draft registration policy (GOK, 2009), the colonial government used identity card to control labour of Africans in Kenya for their economic interests. However, in Kenya, today National Identity Card is used for many benefiting transactions namely, applying for employment, university loans, registering as a voter, voting, obtaining travel document, birth certificate, opening and closing bank account, accessing M-PESA accounts, maintaining security of the state and registration of properties.

The national identity card is therefore considered as a document used to contribute to National Security, socio-economic and political development in Kenya (GOK, 2009).

Due to the security socio-economic and political importance of ID card citizens of Kenya upon attaining the registration age (18 years) present themselves to the registration officers in the sub

counties all over the country for registration and issuance of ID cards (GOK,1995). To operate within the law and satisfy the customers (ID card seekers) the department of National Registration Bureau has circulated the service charter which indicates the registration requirements, services offered, costs of and timelines within which such services are delivered(GOK, 2011).

2.3 Registration requirements and Timely Registration of Persons.

In the Netherlands citizens of 16 years and above are required to register and be issued with identification card at the municipality where one resides or at the Dutch embassy for citizens living abroad. They are required by law to produce their Birth certificate and parents identity cards or guardian's identity cards (Dutch Government, 2013).

The Government of Malaysia (2013) stated that the citizens shall register at the age of 12 years on production of one's birth certificate and parents identity cards or guardians identity card and the person so registered shall receive his/her identity card within 10 days. The registration procedures in Malaysia and Netherlands are straight and simple hence citizens are able to produce the requirements and register within the stipulated time.

In Kenya, however, the National Commission on Human Rights (2007) noted that there are a number of practices and procedures in the registration process which are not set out either in the parent law or subsidiary legislation. The current legal and policy framework governing the issuance of identity cards is the registration of person act. However the efficacy of the registration process is also dependent on other core laws; the constitution and the Kenya Citizenship Act Cap 170 laws of Kenya (GOK,1963). The registration of persons act provides that the purpose of the Act is the registration of Kenyan citizens who have attained the age of 18 years and above. The sixth chapter of the constitution of Kenya is the principle framework of Kenyan citizenship, while the Kenya citizenship Act, spells out the procedure of acquiring Kenyan citizenship either by registration or naturalization.

Essentially the proof of citizenship and age are the most important elements of registration process. In order to prove age rule 4(2) (a) of the Registration of Persons Act states that the registration officer shall demand the production of a birth certificate or an age assessment certificate issued by a government medical officer of health, or a baptismal certificate issued by a minister of a recognized religious organization immediately following his birth of some other

evidence acceptable to the registration officer. However, for proof of citizenship, the law does not specify what documentation may be used for the purpose and seems to give the Principal Registrar discretion to decide on which documents are relevant for proof of citizenship. Registration of Persons Act CAP 107 Laws of Kenya stipulates that every person shall present himself before a registration officer and register himself by “giving to the registration officer the particulars specified (GOK, 1963) ” Rule 4(2) (b) under the Act without specifics, states that the registrar shall demand proof of Kenyan citizenship from the applicant. Nonetheless the practice has been to have all Kenyan citizens by birth to prove the citizenship by producing their parent’s identity cards. Citizens by registration or naturalization have to produce respective certificates. The fact that the law (Registration of Persons Act, Cap 107, laws of Kenya) is not specific on this question translates to a lacuna where unlimited discretion is granted to the registration officer by omission.

In addition, the rules make it mandatory that persons applying for registration shall whenever possible do so at the place of domicile or of permanent residence. It is difficult to understand the rationale for such a requirement. While registration officials maintain that it is not a mandatory requirement it so happens that persons are often required to go to their home districts for registration as part of proving the citizenship of that person (Ibid).Identity card has a crucial link to citizenship and nationality in Kenya and is at the core in determining the extent to which an individual enjoys his/her fundamental rights and freedoms within our borders (KNCHR 2007). Registration of Persons Act cap 107, Laws of Kenya also underscores importance of ID card in Kenya. It states that a person may be required by an authority to produce an ID card when applying for the grant of any license, permit or other documents, or for the exercise of lawful or judicial functions section. Nevertheless a national Identity card in Kenya is not an entitlement; instead the law makes it an obligation for all Kenyans who are eighteen years and above to register and be issued with national identity card failure to do so constitutes a criminal offence (Registration of persons Act Cap 107, Laws of Kenya).

While human rights framework guarantees persons the right to a nationality the language of Kenya’s domestic law suggests that for one to enjoy the rights and freedoms of citizens, he or she must register and be issued with a national identity card. Since an identity card has attained such an important role it should be issued as a matter of right for all Kenyans. Consequently lack of or denial of an ID implies denial of the rights and freedom accorded to citizens: violation

right to citizenship. Often times an identity card has been used to prove citizenship in Kenya: lack of an identity card to eligible persons results to limited enjoyment of rights of citizens (Section 10 of Registration of Persons Act cap 107 Laws of Kenya).Discrimination in participating in political processes: In Kenya one needs a national identity card in order to register as a voter and exercise the right to vote. This is important in ensuring effective representation policy processes. Failure to access an identity card has the consequence of denying a person the right to vote (Article 38 chapter four of the constitution of Kenya).Impedes on the freedom of movements; in certain circumstances persons without identity cards are not allowed to move freely within their country. Some experience police harassment when they fail to produce an identity card while travelling. The freedom of movement is curtailed also because one requires a national identity card in order to obtain a passport and other necessary travel documents (Article 39, chapter four of the constitution of Kenya).Denial of the right to own property: In other circumstances a person has to produce an identity card in order to transfer or purchase property. Further in order to engage in normal business transaction e.g. opening a bank account an identity card becomes a crucial document (Article 39, chapter four of the constitution of Kenya).Denial the right to access to basic social services; lack of an identity card may mean inability to access admission to colleges and universities, acquire a driving license access banking services, enter government building and obtains services from government offices etc (Registration of Persons Act Chapter 107, Laws of Kenya). In situations of emergency, relief workers, mainly in arid areas rely on identity card as a form of identification. Denial of the right to seek and obtain employment: many employers often demand for an ID card without which it is extremely difficult to access employment opportunities according to The Kenya Truth, Justice and Reconciliation Commission report (GOK, 2013).

A number of international human rights instruments highlight the importance of the right of a nationality: the Universal Declaration of Human Rights (UDHR) in article 15 provides everyone with a right to a nationality and prohibits arbitrary deprivation of nationality. The International Covenant of Civil and Political Rights (ICCPR) in articles 24 and 25 respectively provide all children with the right to a nationality and citizens the right to vote. The convention on elimination of all forms of discrimination against women (CEDAW) in article 9 guarantees women equal right with men in respect to the nationality of the children.

The convention on the rights of the child (CRC) in article 7 and 8 provides the rights of children to acquire a nationality and prohibits the illegal deprivation of their identity. The African charter on Human and People's Rights recognizes the right to recognition of a person's legal status and has language throughout the charter affirming nationality as a matter of right. The public have negative attitude toward the registration requirements for citizenship on the above grounds. Registration officer, the provincial administration and residents of Nakuru acknowledged that there was differential treatment to Somalis which was rationalized as necessary due to the difficulty of differentiating Kenya Somalis from refugees. Applicants from the Somali community were therefore asked to go back to their home districts of their parents where apparently they can easily be identified by their chiefs. This requirement is not necessary for Kikuyu, Kamba, Luo or other applicants whose parents do not originally hail from the district. It is therefore seen as discriminating the people (applicants) from the ethnic groups (KNCHR 2007).

The vetting committees, who assist in identification of applicants for registration and issuance of national identification cards, are not anchored in the law. The committees operate under administrative arrangements which can easily be abused. Provincial administration officers perform the vetting activities and also endorse application forms. However, their roles are not prescribed in law hence they may easily be abused. One of the requirements of change of name for married women involves seeking parental consent in the absence of a married certificate. This requirement is not anchored in law and registrars have been exercising discretion in this matter; this is a major source of complaints from married women, the discretion and power is a loophole for corruption. John Lock (1948) argues that power corrupts and absolute power corrupts absolutely. The National Registration Bureau Draft Policy Paper (GOK, 2009) indicates that exercise of registering Kenyan citizens is done under the registration of Persons Act and regulations and ad hoc circulars issued by the office of the president and the Minister of State for Immigration and Registration of Persons. The Act is not fully reflective of the current practices in identification and registration of citizens. It further indicates that the process of procuring the ID card materials is in accordance with the public procurement and disposal Act, however, the decision making process and the procurement itself is unnecessarily long and bureaucratic at the expense of the customer.

The KNCHR (2007) observes that delays caused thereby are painful and expensive to an applicant (identity card seekers). It therefore recommends that the law that governs the registration of persons in Kenya be amended to address issues such as: to resolve disputes regarding registration, it would be advisable to establish an identity cards tribunal with the requisite legal capacity which will oversee faster resolution of the disputes. In this regard the causes of rejection of issuance of identity card shall be communicated to the registration centre and then to the applicant without any undue delay. Any dispute arising from the registration process should in the first instance be referred to the identity cards tribunal which shall be an expert body to deal with complaints from all stakeholders. The law should also provide for an appeal process for persons not satisfied with the decision of the tribunal by allowing for appeals to the Minister whose decision shall be final in the circumstances.

Initial registration requires proof of citizenship and age before one is registered (section 8 of registration of persons Act, chapter 107, Kenya Laws). The age documents namely birth certificates or school leaving certificate or notification of birth certificates or age assessment certificate signed by a qualified medical officer of health or baptismal card signed by a minister of a religious organization immediately following ones birth day are documents not easy to obtain. Many people do not have the document because not all are literate to obtain the documents hence producing them during the registration process becomes costly to low income identity card seekers as they walk up and down visiting various offices to acquire the documents to enhance their registration process. Many people lose their parents at a tender age and therefore cannot produce their parents identity cards to ascertain their citizenship; getting a letter from their respective chiefs confirming lack of their parents' identity cards is cumbersome as tracing the chiefs for such letters means spending money for transport and un official payments to the chief dishonest registration officials. The Kenya Truth, Justice and Reconciliation Commission report, (GOK, 2013) indicates that it is difficult to get identification certificates for registration from the chiefs.

The registration procedures create unnecessary costs and delay in delivery of identification cards to the identity card seekers. Application for duplicate identification card in case of loss of an identity card requires police abstract and photocopy of the lost identification card. It is easy for the registration officials to demand production of the documents but it is a big task for the applicants to produce them. The process of obtaining is too long. Sometimes one goes through

the process yet the abstracts cannot be accessed due to shortage of papers to produce them. Many people lose their identification cards before producing their photocopies. It is not therefore possible that everybody who loses his/her identification card can produce its copy to facilitate application for duplicate card. This becomes a big challenge for many duplicate applicants who cannot produce their identification cards' photocopies (GOK, 2009).

Applications for change of particulars may even take a longer period to be processed compared to duplicate application; birth certificate for change of date of birth on identity card, deed poll for change of all names in the identification card; parents consent for adaptation of one's husband's name and divorce certificates for removal ones former husband's name and adopting one's father's or husband's name are not obtainable within a short period of time (GOK, 2011). One has to spend money and time along the corridors of lawyers' offices for a lengthy period owing to the slow legal processes in this country (Kenya). Parents may demand unpaid dowry before they can sign the parent consent certificate. Looking for dowry needs time to plan and may even take more than two (2) years for one to pay the acceptable amount of dowry. During the waiting period somebody may opt not to use her identity card on some permanent transactions e.g. registration of property. (KNCHR, 2007).The above requirements which are indicated in the service charter are not easily met.

2.4 Registration Systems and Timely Registration of Persons.

In Malaysia the registration of persons processes and systems are automated hence identification cards are issued to those registered within 10 days. In territories like Finland, Guatemala, Portugal, Estonia, Belgium and Morocco use of modern equipments has been embraced and therefore registration of persons is done within 10 days (IACSIT international Journal of Engineering and Technology, 2012).

However in Kenya, Identity card applicants do not obtain their identity cards instantly at their application points in the Sub Counties as registration processes are done manually. They are given waiting slips as their applications are prepared manually and forwarded to Production center NRB Headquarters Nairobi where they are verified before identity cards are produced and sent back to the application points in the Sub Counties to be collected by owners. Although

according to the service charter waiting period is not more than 37 days applicants wait as long as 2 years to receive their identity cards. The Kenya National Commission on Human Rights (2007) observes that the delay of identity cards at the Production Centre, Nairobi was the common complaint received across the districts (GOK, 2007). Towards the last General Elections in Kenya (4th, March 2013) there was a public outcry that over 300,000 identity card applicants were still holding identity card waiting slips as their identity cards were being processed at the Production Centre, Nairobi. Parliament in response to the public outcry passed an election Act amendment bill 2012 that allowed usage of identity card waiting slips for voter registration exercise. The former president, Mwai Kibaki however never signed it into law and as a result many Kenyans never participated in the last general elections. Saksena (1990) observes that although centralization promotes personal leadership integration, uniformity of action and successful handling of emergencies, it is an impossibility because management would be impossible without some measure of delegation of authority particularly when an organization is large and complex.

Given that the number of Kenyans attaining the age of registration increases every year coupled with the fact that registration units are also growing in number the Production Centre receives a too big volume of documents to handle in good time as expected by identity card seekers. Decentralization of issuance of identity cards to the Counties could ease the congestion and delay in production of identity cards at the Production Centre Nairobi. The National Registration Bureau, due to lack of automation, contracted the Expedited Mails Services(EMS) to collect and send identity card applications from the registration offices in the Sub Counties to the Production Centre, Nairobi, collect ready cards and send to the sub county registration offices to be distributed to the owners (GOK Strategic Plan,1995).How immediately the transportation of the consignments are taken to their required destinations is dependent on effectiveness and efficiency of the contracted service provider(EMS). If their services are poor then there would be a correspondent delay in the issuance of National Identification Cards as their actions affect the operations of the registration system (Sachera and Sogani,1980). Centralization as a system has some disadvantages. It yields poor environment adaptation hence cannot co- operate with environment change and adjust accordingly. Management means developing managers and executives. As decisions are taken by two levels of management so middle and lower level management cannot participate and involved managers are poorly developed. Low motivation

and commitment result when employees are not involved in decision making processes. Delayed decision at the top level management occurs due to overload by decision making and decisions cannot be taken at the right time (Gore booth, 1962).Decentralization is a better option as it can motivate staff and reduce long waiting period for identity cards.

It is apparent that the delay in the issuance of identity cards denies the people of Kenya their constitutional rights including the right to elect a leader of their choice to a political office .When the former president Mwai Kibaki declined to assent amended election Act bill2012 it was only few days to closure of voter registration exercise. This implies that many Kenyans were denied their right to elect leaders of their choice to political positions. Democracy was therefore threatened by the centralized registration system. To overcome the scenario, issuance of National Identification Cards should be decentralized to the Counties. Passports and birth certificates are issued instantly at the application points in the regions and Sub Counties respectively, a practice which has reduced costs and inconveniences to Kenyans. Issuance of identity cards should therefore follow suit.

2.5 Staff Training and Timely Registration of Persons.

Human resource development is meant to enhance and improve the basic skills by training staff to grow with the organization and enabling them to make better use of their skills and knowledge (Armstrong, 1992).Despite the fact that training and development needs have become very complex an organization has to identify the right people to do the right course at the right time (Willis 1993).

Gupta (1997) views training as selection of the best persons for a job and the first step in staffing. The selected people have to be trained and developed to make up an effective workforce. Training is an organized activity designed to create a change in the thinking and behavior of people and to enable them do their job in a more efficient manner

(Saksena, 1990). The purpose of training is to enable the individuals get acquainted with their present or prospective jobs and also to improve their attitude. Training makes individuals more productive and efficient; it makes them more familiar with new machines and techniques by refreshing their knowledge (Gupta, 1997).

Singh (1999) observes that training is needed because of the gaps in knowledge and gaps in knowledge and gaps in technology information. Gaps about information include in adequate knowledge about professional management, current development and overall future orientation. Gaps in attitude deals with high bureaucratic attitudes, lack of open mind, and assumption of a “know it all attitude”.

Cole (1997) observes that benefits of training include high performance since training helps to improve quality and quantity of work output. On the other hand a systematic training programme helps to reduce the time lost and time required in reaching the acceptable level of performance. At the same time, it creates uniformity of procedures. Informal training and best methods of performing work can be standardized for work procedure practices to help improve the quality of performance (Saleemi & Bogonko, 1997). It also leads to economy of materials and equipment. Trained individuals make better works and economize the use of material and equipments. Wastage of materials and tools is reduced. Training also lessens supervision and greatly reduces the need for constant and close supervision of workers (Saksena, 1990).

The NRB Draft Policy (GOK, 2009) indicates that the department noted that human resource development and capacity building was not adequate and recommended that: newly recruited fingerprint and registration officers shall be university graduates and shall be required to undergo not less than three months of theory exposure, two years of practical exposure and two years of on job trained experience. The course content among others shall include transnational crimes, ICT, management and leaderships counter – terrorists’ registration and fingerprint intelligence gathering; officers shall receive local and international training with the objective of internalizing the world best practices. The department shall train adequate staff and provide incentives to retain; the department shall be committed to continued training and development of professional skills and management cadre.

The 2497 identity card applications rejected at the NRB Headquarters, Nairobi shown in page 7 of this document suggests training needs for field registration staff. To meet the timeline indicated in the service charter the registration staff, need to have all the relevant training to improve their productivity and efficiency.

2.6 Infrastructure and Timely Registration of Persons

Service charter is widely used information on the services provided to empower customers through providing information on the services costs of the services, if any, and the time it may take to receive such services. It also sets out the obligations of the customers. As a contract between the service provider and the customer it provides transparency in the provision of services (Saleemi & Bogonko, 1997).

In Netherland due to use of modern equipments identity cards are produced and issued to owners within ten days (Dutch government, 2013). Registration of Persons is also done in Rwanda and within one to 14 days identity cards are issued to the registered citizens (Government of Rwanda, 2013). In Kenya, the National Registration Bureau has therefore developed and disseminated a customer service charter for various services. The service charter sets time period for processing and delivery of identity cards .However in many instances the bureau is not able to meet the timelines set in the service charter (Ombati, 2012). The Kenya National Commission on Human Rights observes that the capacity of the production machine could not cope with the demand; communication by the department to the public was poor; most of the registration processes are manual and that they are too long. Communication between NRB Headquarters and the field is mostly via mail.

The National Registration Bureau draft policy (GOK, 2009) indicates that there was inadequate infrastructure as follows: card technology has reached its limits and there was a big lag with the new secure identity card technology; the card production equipments in place for the last 13 years is nearly obsolete .It has too many mechanical parts and requires a lot of supervision. This makes the registration long and labour intensive. Inadequacy of office space, equipments vehicles and communication system were some of the problems experienced by the department.

Taylor (1937) in his theory of scientific management observes that the right tools and equipments for the right job can increase productivity of a worker who is well trained Equipment and tools were therefore to be matched with jobs to be performed. Lack of relevant and sufficient equipments, office space, reliable machines for production of identity cards at the Production Center Nairobi therefore result in delay in delivery of identity cards in the Sub Counties. Inadequate supply of vehicles hinders their mobile registration programs.

Garnett (1992) defines communication as sharing ideas in common. It means a verbal or written message an exchange of information, a system of communicating and a process by which meanings are exchanged between individuals through a common system symbols, a technique of expressing ideas effectively. Communication means to provide required information to the concerned persons. In business organization, the up to date information must be available all the time regarding the various aspects of that organization. This information must be provided in time to the staff members, the customers and other interested organizations. The efficiency and success of an organization depends mainly on its communication system (Kreps,1990) Poor communication may result in loss of business of millions of shillings, loss of customers and it can spoil the good image of that organization.

Mayo (1946) observes that communication is an effective and important tool of management. “Communication” according to Allen in Saleemi (1997) “is the sum of all the things one person does when he wants to create understanding in the mind of another. It is a bridge of meaning. It involves a systematic and continuous process of telling, listening and understanding”. The object of communication is to secure action and reaction. Since it is the managers business to secure his people’s willing cooperation in the formulation and implementation of policies and programmes communication for him assumes an important role. Thus in every way communication is a part and parcel of the overall management function (Saksena, 1990).

Saleemi (1997) sees communication as an aid to: managerial performance understanding and acceptance of work, leadership, coordination, job satisfaction, economy in time and effort and public relations. Achievement of service charter therefore depends on communication systems that an organization has put in place. Information and communication technology makes it easy to access data and any information for decision making. Distance and time are no longer sources of constrains of receiving relevant information and making an informed decision (Goldstein, 2001). Use of ICT can remove delays of information between the field offices and central office at the National Registration Bureau headquarters. The same would be relevant to interaction between the identity card seekers and the NRB staff in fast tracking their (applicants) ID cards. The interaction would improve public relations and create confidence in the customers (Weick,1969). Equipments are those items and tools e.g. machines which are used to discharge

activities. Machines are used in the process of production of goods in industries. They make work easier and it enables the production of goods needed in their desired sizes, appearance and quantities (Ahuja, 1997). Co-ordination of activities of an organization can only be done efficiently and effectively where information and communication systems are reliable. According to Crede & Mansell (1998) Societies will tremendously develop with the ongoing advancement in information and communication technologies. Improving productivity is possible with computers. They can significantly improve productivity. If we equate the efficiency of a process in terms of its cost, speed and accuracy of output there is ample evidence in industrial applications that the introduction of the computer has brought positive results (Ahuja, 1997).

In the process of control the use of computer frequently leads to increased efficiency in terms of minimizing wastage and or raising the quality of output which more than compensates for what may indeed be very high computing costs(Ashcraft, Kuhn & Cooren,(2009). It may also raise the safety level of a process, a benefit which is beyond measure in terms of money and reduces the threat of time and distant (Baylis & Smith, 2001). Since computers are efficient, faster and able to produce quality products, it is service charter friendly. It is however noted that most of registration of persons' processes are done manually by the department of National Registration Bureau. This gives room for the reign of time and distant hence the alleged delay in delivery of identity cards. The department therefore would be efficient if they embraced use of reliable machines, equipments and computers in their registration operations.

2.7Theoretical Framework

The study is founded on the open system theory of management. The system approach was developed during the late 1950's. Many pioneers, such as Tist, Rice, Rosenzweig, Kalim, Katz, and Boulding have made significant contributions to this approach. The fundamental features of the systems approach are as follows: an organization is a system consisting of many interrelated and interdependent parts or subsystems. These elements are arranged orderly according to some scheme such that the whole is more than the sum of the parts (Nisar, 1997). For example if organization is taken as a system, production, sales, finance and other departments are its subsystems; as a system an organization draws inputs (energy, information, materials etc) from the environment. It transforms these inputs and returns the output back into the environment in the form of goods and services; every system is a part of suprasystem (environment);

organization is an open system and it interacts with its environment. It is also a dynamic system as the equilibrium in it is always changing. An organization operates in a dynamic environment which cannot be predicted with certainty therefore it is probabilistic. (McNamara, 2005).

Management is expected to regulate and adjust the system to secure better performance. Management involves taking into account many variables which are interrelated and interdependent. This multivariate aspect of management suggests that there is no simple cause and effect relationship. To ensure the survival and growth of an organization management must continually adjust and adapt it to the changing environment (Kauffman 1980).

The figure below represents the systems theory

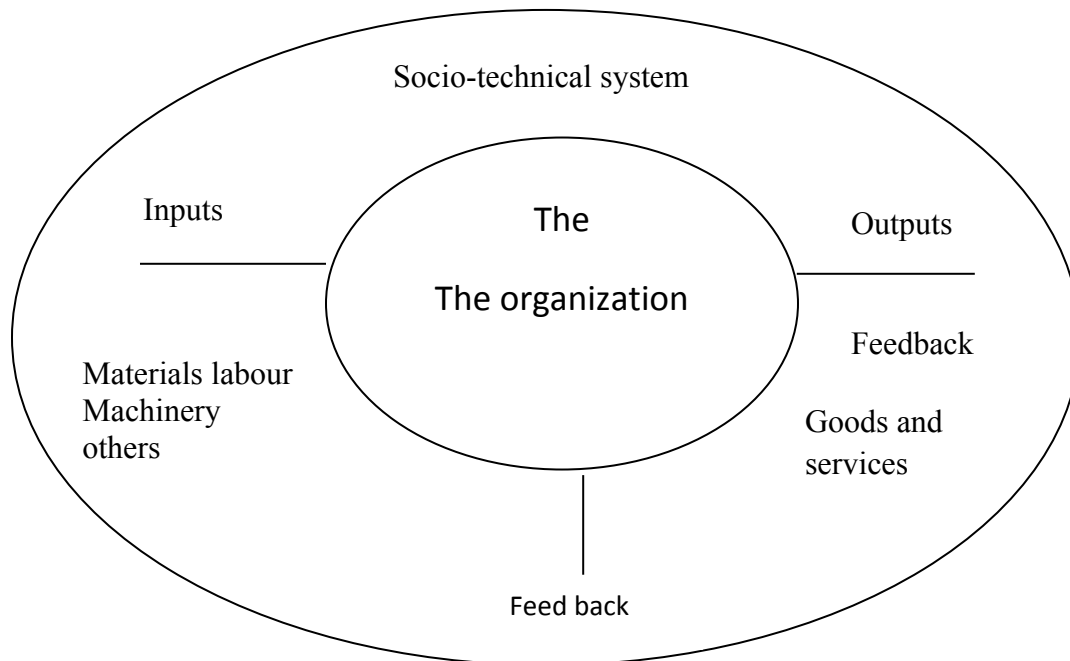


Figure 2.1 Open System Model

(Adopted from Saleemi management simplified, 1997)

The system theory, adopted for this study, views the department (NRB) as a system consisting of many interrelated and interdependent subsystems working in union to achieve a common goal. The influencing factors were also conceived. Thus each hypothesized elements: registration procedures and systems, training of registration staff and infrastructures can each affect the delivery time of National Identification card and in turn affect contribution of youths to National Development. But all of them together they have a whole effect as they are interdependent in the registration process (Senge,1994). The study therefore wanted all the factors to be taken into

account by the Department of National Registration Bureau to have an effective system which is capable of delivering National Identification cards in good time to enable youths to contribute to National Development.

Environment is not static but dynamic. It changes in response to the political, legal, economic, social, technological, cultural and environmental dictates (Riggs in Sachdeva and Sogani-1980). Since open system organization (NRB) interacts with the environment, the factors influences on system are functions of the interaction. The system cannot therefore at all times retain its equilibrium. To regain its equilibrium it must adjust according to the demands from the environment (McNamara, 2005). This therefore means that the Department of National Registration Bureau would only have an acceptable service delivery by positively responding to the societal needs in terms of quick and quality service delivery. Identity card seekers can only meet their obligations when the legal framework is rational and well publicized. They can also obtain satisfaction if services are provided within in good time without straining for it.

2.8 The Conceptual Framework

The study was guided by the conceptual framework of factors influencing registration of persons. The dependent variable is registration of persons and is influenced by the registration procedures, systems, staff training and infrastructure of the department of National Registration Bureau. If the influence is positive Kenyans can receive their identity cards within 37 days indicated in the service charter. But when the influence is negative the delay in issuance of identity cards is experienced hence public outcry. Since National Identification Card is in crucial transactions of life such as financial, travel documents registration of properties, acquisition of licenses and services from government offices its delay implies denial of such services. National identity card, in Kenya, is a tool for national development due to its importance in the multi-dimensional processes of development; socio-economic, security and political developments.

The conceptual framework

Independent variables

Dependent variables

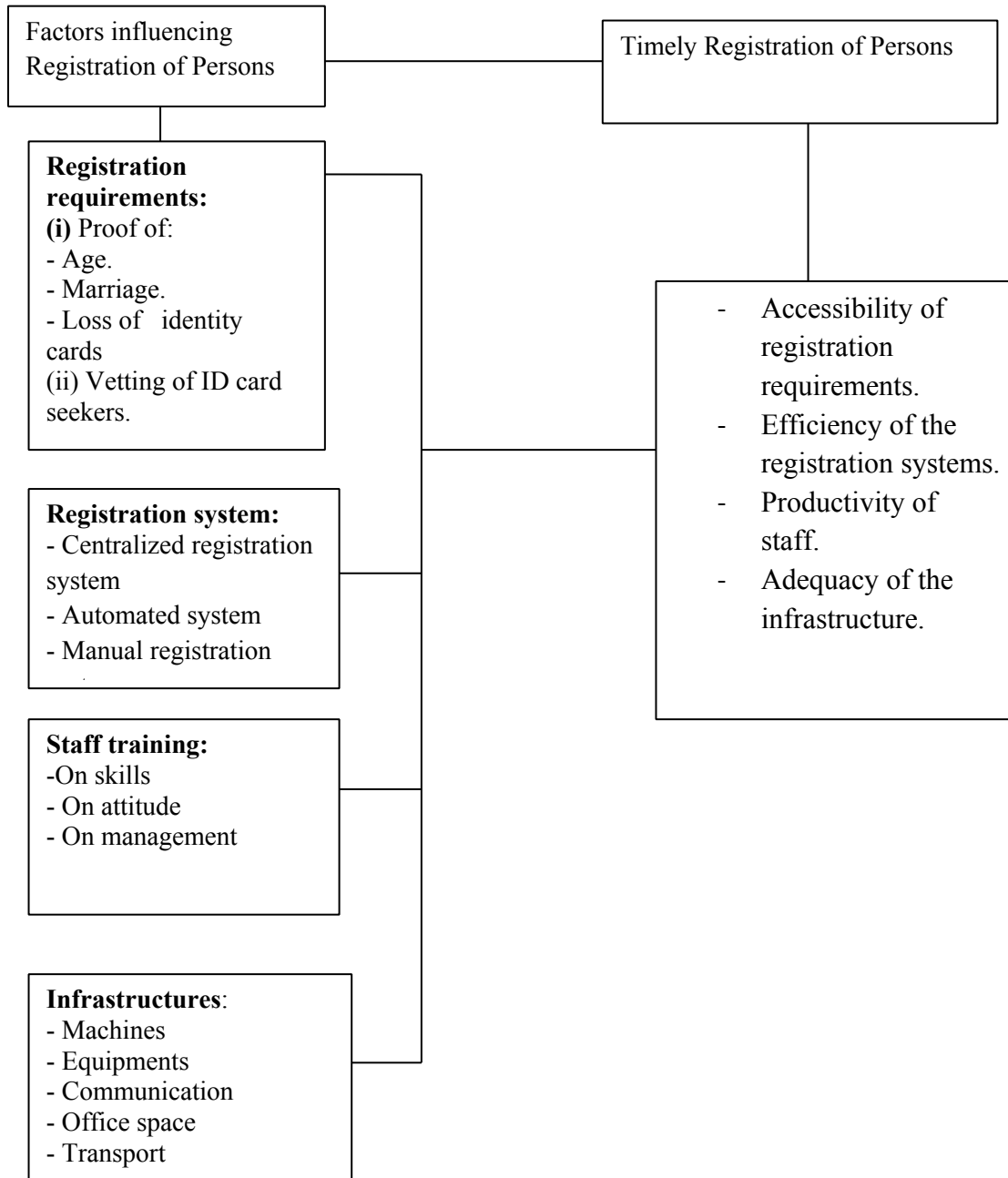


Figure: 2.2 Conceptual Frameworks of Factors Influencing Registration of Persons

Development is defined as a process that leads to the betterment of people's lives. It should lead to the provision of basic needs such as food, education and health. It therefore means positive change. Todaro.(1979), in his1 book "economics for developing world" defines development as a multi-dimensional process involving major changes in social structures, popular attitudes and national institutions as well as the acceleration of economic growth, reduction of inequality and eradication of poverty. Development should be people oriented, thus people must be seen to benefit either directly or indirectly from national development effort. Development is the positive transformation in people's lives at the social, material intellectual and moral level (Kiros,1986). Development entails new forms of socio-economic organization, a shift in cultural systems and change in political and institutional mechanism of governance. It is an aspect of change that is always desirables. (Kiros, 1986).

Problems of poverty, unemployment, income distribution of helplessness of the masses are therefore important development issues. Development can also be seen as both a state of mind and a physical reality. In this particular case development enables a society through social economic and institutional processes to secure the means of sustaining a better life. Walter Rodney perceives development in human society as a many sided process. At individual level development implies increased skills greater freedom creativity and material well-being.

According to Hyden (1980) development is equal to change in behavioral and institutional patterns that sustain growth. Hyden argues that without consistent increase in economic variables with consequent modification in economic structures development cannot be attained. Todaro,(1992) views development as a multidimensional process that encompasses economic, social and political transformation of any society. He further observes that improvement in conditions of life must ensure adequate food, employment, health habitat education and security. Since National Identification cards is considered and indeed a tool for development of the society the department of National Registration Bureau has derived its mission statement from this fact for which it exists as part of the government. "To contribute to national security, socio-economic and political development of the country by identifying, registering and issuing ID cards to Kenyans of age 18 years and above and to maintain a comprehensive register for use by stakeholders and other authorized agencies". In other words the mandate of the Department of National Registration Bureau is to issue national identification cards to Kenyan citizens to aid

their participation in the National Development processes. Delaying issuance of National Identification card is as bad as stagnating the national development as development should be inclusive (Conyers and Hills, 1985).

As correctly observed by Todaro (1992) and confirmed by mission statement of the department of NRB development is multidimensional process i.e. socio-economic, security and political developments. Economic development is not sustainable without cultural, social, security and political developments. They complement each other (Kiros, 1995). The youths therefore have to participate in all the areas of national development. They need ID card to join the security forces in the country to fully contribute to the national security hence national development. They need ID cards to ease identification by security forces when they have to eject criminals from the populace. Upon registration they maintain security by having their identity characteristics kept in the NRB database for security of the nation (NRB mission statement, 2013). Issuance of identity cards to the youths ensures their rights to education, healthcare, housing, financial services, travel within and outside Kenya, enjoy a clean and secure environment (Kenya vision 2030). Without ID cards the youths cannot be employed even if employment opportunities move to their door steps owing to the regulations guiding employments processes. Such youths are left with no alternative but to turn to the environment for a living thus cutting trees for charcoal burning for sale. The forest cover for our country Kenya has been reduced in such circumstances (UNEP 1991).

With identity cards the youths enjoy their rights to register as voters to vote, to form a political party, to stand for an election to a political office, to register as a member of a political party of choice. This way the youths contribute to political development hence National Development (Gans, 1968). All economic transactions in Kenya require national Identification cards. Youths therefore need the ID cards to participate effectively in economic development. However the literature review reveals that the delivery time of National identification is influenced by the hypothesized factors namely registration procedures and systems, staff training and infrastructures. These factors have influence on time the youths start contributing effectively to national development due to the fact that Id card is used in almost every development transaction. The parts and systems of the department are interrelated and interdependent and must work together to achieve the goal but if one part or system is defective the whole organization becomes inefficient (Saksena, 1990). The study assumed that if rational registration

procedures, effective and efficient registration systems are put in place, training and development of registration staff are undertaken thoroughly and sufficient infrastructures relevant to the desired operations of the department are availed and put in use delivery time of identification cards will be immediate. Youths will therefore contribute to national development without delay. However the relationship can be influenced by politics and influx of aliens particularly in border areas and the major towns in Kenya.

2.9 Summary of Literature Review

This section explored theoretical and empirical literature on factors influencing timely registration of persons; procedures, systems of registrations and infrastructure of the department of National Registration Bureau aiding the department in their efforts to execute their mandate.. The review has established that identity card was used in the past by many countries worldwide as a means of restricting movement and controlling labor for security, political and economic reasons respectively. Today it has been compulsory in some countries and its uses are so important. They include but not limited to admission in schools, colleges, universities, opening and closing bank accounts, obtaining driving license; birth certificate and travel documents, registering properties and accessing M-Pesa accounts (Kenya). In Kenya, because of the importance attached to National Identity Card the demand for it is such that effort made by the department (NRB) to issue the card in good time to all citizens eligible was in question. The review reveals that some people apply for identity cards and wait as long as 2 years before receiving the cards as opposed to 37 days or less indicated in the service charter.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter focuses on the research methodology. Detailed description of the research design, location of the study, target population, sampling techniques, sample size, research instruments which were used, validity and reliability of the instruments, data collection procedures, data analysis techniques, time schedule and budget.

3.2 Research Design

The study used the non-probability sampling design where the researcher purposively chose the units of the universe for constituting a sample which was representative of the whole (Kothari, 2009). Only people rich with the required information were included in the sample. Kombo and Tromp (2006) define research design as a structure of research. It is the glue that holds all the elements in a research project proposal together. According to Kombo and Tromp (2006) the survey is a method of collecting information by interviewing or administering a questionnaire to a sample of individuals. It can be used when collecting information about people's attitudes, opinions, habits or any of the variety of education as social issues (Orodho and Kombo, 2002). This technique was relevant to this study because questions constructed will help the researcher to solicit the desired information. It also made it easy to identify the individuals surveyed. The design was suitable for this study for the researcher did not intend to manipulate the variables. It reduced cost and time which would have otherwise been allocated to carry out the research in all registration units in Kenya. It gave an opportunity for detailed investigation which generated facts which facilitated informed conclusion and recommendations at the end of the research.

3.3 Target Population

The statistics from National Registration Bureau indicate that there are 24 registration officials in Kisumu City and that they use 42 assistant chiefs, 16 chiefs and 11 village elders to identify applicants before they are registered and issued with the National identification cards. Applicants are estimated at an average of 1000 monthly registration. This brings target population to 1093.

3.4 Sampling Techniques and Sample Size

This section describes the sampling techniques and sample size used in conducting this study.

3.4.1 Sampling Techniques

The researcher used purposive sampling technique to get information from Id card seekers, chiefs, identity card vetting committee elders and registration officials in Kisumu city. The technique was suitable because the study did not need the whole population but only those individuals involved in the issuance of identity cards and the applicants whose sample could be conveniently be decided purposively by the researcher(Kothari,2009).

3.4.2 Sample Size.

Webster (1985) defines a sample size as a finite part of a statistical population whose properties are studied to gain information about the whole. There are 24 registration officers, 16 chiefs, 42 Assistant chiefs and 11 vetting elders in Kisumu city (County registration office Kisumu, 2014). The registration rate was at least 1000 per month (Ibid). These constituted a total population of 1093. The researcher therefore used 150 as a convenient sample size. According to Kathuri and Pals (1992) a sample size of at least 100 respondents is sufficient for a survey. The respondents were therefore arrived at as shown below:-

Convenient Sample X population
Total Population

Table 3.1: Sample sizes

Respondents	Population	Sample Size
Identity card seeker	1000	137
Assistant chiefs	42	6
Chiefs	16	2
Vetting Elders	11	2
Registration officers	24	3
	1093	150

The following respondents therefore participated in the survey: 137 identity card seekers, 6 Assistant chiefs, 2 chiefs, 2 vetting elders and 3 registration officers in Kisumu city. The selection was purposive and this contains elements representative of the characteristics found in the entire group.

3.5 Research Instruments

The study used questionnaires and interviews guides to collect data from the respondents. According to Walker (1985) a questionnaire may be considered as a formalized interview or interview by proxy. The subject is presented with what essentially a structured transcript with responses missing. Questionnaires contain items administered to National Identification cards applicants while interview guides contain items which were administered to Chiefs, elders and registration officials. The questionnaires were self administered with both closed and open ended questions that were used to obtain qualitative data. Interview guide is a device which attempt to capture the responses of people to questions that are carefully standardized and intended to be minimally interceptive.

Kathuri and Pals (1993) highlight that interview is one of the methods used in survey research to collect data. Many recent researchers still concur with Kerlinger (1973) who sees interview as the most powerful tool in social research. Interviews were used to get valid answers as stated by Kathuri (1985) that interviewers should be honest, sincere hardworking and impartial and must possess the technical experience. They must not cheat nor deviate from the instruction given. The Research Assistants were therefore trained to behave accordingly to collect reliable data that would yield an acceptable result.

3.5.1 Pilot Testing

This section describes the validity and reliability of the study instruments. The tools (questionnaires and interview guides) were tested on 10 Id card seekers, 2 chiefs, 2 Id card vetting committee elders and 2 registration officials. The questionnaires were administered to the applicants, while interview guides to the chiefs, registration officials and the Id card vetting committee elders to test their validity and reliability.

3.5.2 Validity of Instruments

According to Borg and Gall (1989) validity is the degree to which a test measures what it purports to measure. Validity of a test is a measure of how a test measures what it is supposed to measure (Kombo 2006).

Validity of the instruments is crucial in all forms of researches and acceptable level is largely dependent upon logical reasoning, experiences and professionalism of the research (UNESCO, 2004). In order to assess validity the following approaches were used to ensure truthfulness; they include face validity, content validity, criteria validity and construct validity. In this case the researcher used the approaches to make judgment. The instruments were designed using simple language. Side notes were put to guide the respondents. The instruments were given the supervisors for discussion after which they were taken for a pilot testing and the answers of the results were be analyzed. The item that appeared ambiguous was discarded or improved. It was then given peer for review and to the experts to analyze. This provided standard measure to ensure that the response that was obtained from the same population represented the total population.

3.5.3 Reliability of Instruments

Reliability is the measure of the degree to which a research instrument yields consistent results on data after repeated trials (Mugenda and Mugenda, 1999, Amin 2005). This is in agreement with Kombo and Tromps (2006) who assert that it is the ability of the instrument to measure what it is supposed to measure consistently. A reliable instrument is one that produces consistent result when used more than once to collect data from samples randomly drawn from the same population. The study therefore used the test-retest technique to measure the reliability of the instruments. This was done by administering the questionnaires and interview guides to the Identity card applicants and chiefs, Id card vetting elders and registration officials respectively. Assessments of responses in the first and second tests were used to confirm whether they were addressing the information needed.

3.6 Data Collection Procedure

This section describes how the research activity was organized by the researcher from recruiting two research assistants, training them on how to use interview guides and where and how the target population were reached (Amollo,2005). The Research Assistants were briefed by the researcher fully on how to administer interview guide and questionnaires and also how they could probe to get more information. Matters of integrity were discussed to ensure that the Research Assistants understand that they were required to be sincere, honest, hardworking and to remain impartial and adhere to the instructions to be able to collect useful data to the study. Kothari (1985) observes that a good interviewer is the one that remains impartial and does not cheat or deviate from the instructions.

The instruments could be reliable but if the interviewers miss the aims of the items in the interview guides the responses of the interviewees cannot yield the actual results. The Researcher therefore ensured that the Research Assistants are thoroughly trained on the usage of the instruments and the integrity issues quoted above

3.7 Data Analysis Techniques

According to Bryman and Cramer (1997) data analysis seeks to fulfill research objectives and hypotheses. The study therefore used both quantitative and qualitative methods. Data collected using questionnaires were grouped organized and categorized according to specific objectives and research questions.

Closed ended questions were awarded numerical scores when analyzed on the basis of item by item as answered by respondents. These were then analyzed using descriptive statistics- that is the frequency counts and percentages. The data collected using questionnaires were coded manually, organized under different variables where establishment of frequencies and percentages were calculated to allow the use of descriptive statistics. Presentations were in form of tables. Qualitative analysis involves grouping all data that were similar in content. It was then organized in the relation to the research objectives and was analyzed by cross referencing and establishing thematic categories in the data. The analyzed data was then presented by using tables.

3.8 Ethical Considerations

The researcher followed the procedure and format that was recommended by school of continuing and Distance Education (SCDE) of the University of Nairobi. Informed consent and confidentiality of personal information of the respondent was controlled and kept secret as far as possible without passing it to the third party. The writing of names on the questionnaire was optional. Consent to conduct the research was sought from the University of Nairobi (Nganga *et al*, 2004).

Permission was sought from Registrar, Kisumu County before the study was carried out. The Data collection instruments were used to gather the needed information from only willing respondents in Kisumu City.

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION, INTERPRETATION AND DISCUSSION

4.1 Introduction

The chapter presents the research findings of the study. The thematic areas include questionnaire return rate, demographic characteristics of the respondent's registration requirements, systems, training of registration staff and infrastructures of the department of National Registration Bureau on timely registration of persons.

4.2 Questionnaire Return Rate

The questionnaire return rate was 137 (100%). This was achieved because the researcher ensured that the questionnaires for the identity card seekers were administered and collected immediately after completion. The study also successfully used interview guides to collect responses from all informants: Assistant chiefs, chiefs, elders and registration officers.

4.3 Demographic characteristics of Respondents.

The study intended to establish the demographic characteristics of identity card seekers, chiefs, Assistant chiefs, elders and registration officers, according to age, gender, level of education and occupation as the characteristics are key to matters of development in the community.

4.3.1 Gender of Respondents

The table 4.1 shows the demographic characteristics for identity card seekers, chiefs, Assistant chiefs, village elders and registration staff according to gender as participation of males and females are equally useful in the matters affecting the community.

Table 4.1: Demographic characteristics of respondents according to gender

Gender	Id card Seekers		Chiefs		Assistant Chiefs		Village Elders		Registration Officers	
	F	%	F	%	F	%	F	%	F	%
Male	80	58	2	100	6	100	1	50	2	67
Female	57	42	-	-	-	-	1	50	1	33
Total	137	100	2	100	6	100	2	100	3	100

Table 4.1 Shows the majority 80(58%) of the identity cards seekers were of male gender while 57 (42%) were female. It also shows that both 2(100%) chiefs were males, the 6 (100%) Assistant chiefs were male the other 1 (50%) was a female and that 2(67%) of the registration officers were male and 1(33%) was of female gender. One 1(50%) village elder was a male and one (50%) was a female.

4.3.2 Distribution of Respondents by Age

The study sought to know the distribution of respondents by age. This was necessary as age shows level of maturity and amount of experiences one may have.

Table 4.2 Age Distribution

Age	Id card Seekers		Chiefs		Assistant Chiefs		Village Elders		Registration Officers	
	F	%	F	%	F	%	F	%	F	%
18-25yrs	50	36	2	100	-	-	-	-	-	-
Above 25 yrs	87	64	-	-	6	100	2	100	3	100
Total	137	100	2	100	6	100	2	100	3	100

From table 4.2 it was noted that 50 (36%) of respondents were identity card seekers of age 18 to 25 years while 87 (64%) were identity card seekers who were above 25 years of age. It was noted that 2 (100%) chiefs, 6(100%) Assistant chiefs, 2(100%) village elders and 3(100%) registration officers were over and above 25 years old. This shows that all the respondents were mature enough to participate in the study.

4.3.3 Level of Education

The level of education is crucial issue in collecting responses of respondents by use of questionnaires due to this respondents were requested to reveal their levels of education which were indicated as shown in table 4.3.

Table 4.3: Distribution of Respondents by level of Education

Level of education	Id card Seekers		Chiefs		Assistant Chiefs		Village Elders		Registration Officers	
	F	%	F	%	F	%	F	%	F	%
Primary education	12	9	-	-	-	-	1	50	-	-
Secondary Education	88	64	2	100	6	100	1	50	1	33
University Education	37	27	-	-	-	-	-	-	2	67
Total	137	100	2	100	6	100	2	100	3	100

Table 4.3 Shows distribution of respondents by level of education as follows:

The majority of respondents (identity card seekers) 88(64%) had secondary education, 37 (27%) university and 12 (9%) of the respondents had primary education. The 2(100%) chiefs who were respondents were had secondary education. The 6 (100%) Assistant chiefs who were respondents had secondary education.

The two village elders who were respondents in the study had different level of education, 1 (50%) was of primary education while the other 1 (50%) had secondary level of education. The registration officers who were the informants of the study had different levels of education, while 1(33%) had secondary education 2(67%) of the respondents were of university education. This shows that the study received responses from persons who possess good level of education and capable of understanding the concept of registration of Persons and why the government undertakes the exercise.

4.3.4 Distribution of Respondents by Occupation

The study sought to understand the occupation distribution of the respondents since most of the persons in any occupations must have realized the importance of registration of persons and issuance of national identification card.

Table 4.4: Distribution of respondents by occupation

Occupation	Identity Card Seekers	
	F	%
Student	30	22
Self Employed	42	31
Employee	18	13
Unemployed	38	28
House wife	9	6
Total	137	100

Table 4.4 indicates that the respondents were represented by 30(22%) students 42(31%) self-employed persons, 18(13%) employees in different organizations, 38(28%) unemployed and 9(6%) house wives. All the respondents shown in the table 4.4 have knowledge of the need of registration of persons: students need Id cards to process education loans, travel documents, and register for learning in high learning institutions. Self employed persons need to undertake financial transactions which is only possible with Id card. Employees secured their jobs by producing their national identity cards to their employers. Unemployed persons need Identity cards to look for employment opportunities. Housewife needs Id card to registers marriage. The respondents were therefore better placed to participate in the study since they have undergone the registration process and understand the need for registration of persons.

4.4 Registration of Persons requirements.

The study was to establish the extent to which registration requirements influence timely registration of persons in Kisumu City. There are different categories of registration of Persons. The requirements guiding registration of Persons who have just attained the age of 18years and had not Previously registered (NPR) and obtained national identity cards follow different procedures from those persons who had registered but have lost their identity cards (Duplicates) or need to have changes made in their particulars (COP) in their identity cards as a result of change of name, marriage or change of address.

4.4.1 Registration of Persons Procedures of Persons Not Previously Registered.

The researcher intended to establish the extent to which the procedures like production of certain documents influence timely registration of persons of those citizens who had not previously registered. The results were statistically presented in table 4.5;

Table 4.5: Views of Respondents (Id card seekers) on Registration requirements of Persons not Previously Registered.

Requirements	NEA		EA		NK		TOTAL	
	F	%	F	%	F	%	F	%
Parents Id cards	98	72	39	28	-	-	137	100
Certificate of Registration	2	1	-	-	135	99	137	100
Certificate of naturalization	1	1	-	-	136	99	137	100
School leaving certificate	58	42	79	58	-	-	137	100
Birth certificate	91	66	46	34	-	-	137	100
Parents' death certificates	108	79	29	21	-	-	137	100
Age assessment certificate	132	96	5	4	-	-	137	100
Court affidavit for late registration	129	94	1	1	7	5	137	100

NEA Not Easily Accessed

EA Easily accessed

NK Not known

Table 4.5 shows that the majority of the research respondents 98(72%) stated that parents' Identity cards were not easily accessed for registration while 39(28%) indicated that they were easily accessed. In the literature review it was established that the id card seekers whose parents passed away are not able to get other alternative documents easily due to long identification processes conducted by the chiefs. In this case the Kenya Truth, Justice and Reconciliation Commission report (GOK, 2013) is relevant.

The table also shows that the majority of the respondents 135(99%) reported that they did not know about registration certificate and therefore did not give their comments while 2(1%) of the respondents stated that the certificate was not easily accessed.

Table 4.5 shows that 136 (99%) respondents were not conversant with naturalization certificate hence could not give their comments.

According to the table the majority 79(58%) of the respondents reported that school leaving certificates were not easily accessed while 58(42%) respondents indicated that the certificates were not easily accessed.

Table (4.5) shows that the majority 91(66%) of the respondents stated that birth certificates were not easily accessed while 46(34%) of the respondents indicated that they were easily accessible. Parents death certificates, according to 108(79%) of the respondents were not easily accessed while the minority 29(21%) of the respondents stated that the certificates were easily accessed. The majority 132(96%) of the respondents indicated that age assessment certificates were not easily accessed while only 5(4%) of the respondents stated that the certificates were easily accessed.

According to the table the majority 129(94%) of the respondents showed that court affidavit for late registration were not easily accessed while 1(1%) of the respondents indicated that the affidavit was easily accessed and 7(5%) of the respondents had no idea about court affidavit hence never gave their comments. Views of respondents as to the accessibility of the registration requirements as reflected on Table 4.5 all requirements except school leaving certificate were not easily accessed.

4.4.2 Requirements for processing duplicate of lost Identity card.

To obtain duplicate of lost Identity card one is required to produce police abstract or letter from Administrative officer confirming loss of the Identity card and copy of the identity card. However in a case where one cannot remember his/her Identity card number and copy of the ID card fingerprints of the applicants are taken and forwarded to NRB headquarters for search of his/her particulars to enhance the process, (GOK, 1995).

Table 4.6: Views of Respondents (Id card seeker) on requirements for Processing Duplicate of lost Id cards:

Requirements	NEA		EA		NK		TOTAL	
	F	%	F	%	F	%	F	%
Police Abstract	131	96	6	4	-	-	137	100
Copy of lost Id card	129	94	8	6	-	-	137	100
Fingerprint for search	18	13	-	-	119	87	137	100
Administrative officer's letter for confirming loss of Id card.	126	92	11	8	-	-	137	100

NEA Not easily accessed

EA Easily accessed

NK Not Known

Table 4.6 Shows that the majority of the respondents 131(96%) indicated that police abstract was not easily accessed and 6(4%) of the respondents stated that the abstract was easily accessed. While 129 (94%) of the respondents showed that copy of lost Identity card was not easily accessed 8(6%) of the respondents stated copy of the Id card was easily accessed. The majority of the respondents 119(87%) indicated that fingerprint for search was not known to them while 18(13%) stated that fingerprint for search was not easily accessed. It was noted from the table that 126(92%) of the respondents stated that letter from Administrative officer confirming loss of Id card was not easily accessed and 11(8%) of the respondents showed that the letter was easily accessed.

4.4.3 Procedures for Change of Particulars:

Parents consent, Deed Poll, court affidavit, divorce certificate, chiefs letter, husbands Identity card and marriage certificates are documents required for processing change of particular on one's identity card; it was therefore necessary to establish their accessibility by the id card seekers.

Table 4.7 Views of the Respondents (Id card seekers) on the requirements for change of particulars:

Requirements	NEA		EA		NK		TOTAL	
	F	%	F	%	F	%	F	%
Parents Id cards	96	70	41	30	-	-	137	100
Deed Poll	6	4	-	-	131	96	137	100
Court affidavit	134	98	3	2	-	-	137	100
Divorce certificate	131	96	6	4	-	-	137	100
Chief's letter	88	64	49	36	-	-	137	100
Husband's Id card	69	50	68	50	-	-	137	100
Marriage certificate	99	72	38	28	-	-	137	100

NEA Not easily accessed

EA Easily accessed

NK Not Known

Table 4.7 Shows that the majority of the respondents 96(70%) noted parents' consent was not easily accessed while 41(30%) accepted that the consent was easily accessed; 6(4%) participants confirmed that deed Poll was not easily accessed while 131(96%) reported that deed poll was no known to them. The minority of the participants 3(2%) accepted that court affidavit was easily accessed and 134(98%) noted that the affidavit was not easily accessed. For divorce certificate 131(96%) of the respondents stated that it was no easily accessed while 6(4%) accepted that the certificate was easily accessed.

According to 88 (64%) of the respondents chief's letter was not easily accessed and 49(36%) confirmed that the letter was easily accessed. While 69(50%) acknowledged that husband's id card was not easily accessed 68(50.4%) stated that the id card was easily accessed. For marriage certificate 99(72%) indicated that it was not easily accessed while 38(28%) confirmed that the certificate was easily accessed.

4.4.4 Causes of the delay in registration of persons.

The Respondents were asked to indicate whether the registration requirements were the cause of delay in issuance of id cards. The responses were summarized in Table 4.8.

Table 4.8: Views of respondents on the cause of delay in issuance of Identity cards

Are the registration requirements the cause of delay in issuance of Identity cards?

Responses	No	Yes	Total
Frequency	4	146	150
Percent	3%	97%	100%

Table 4.8 shows that the majority 146(97%) of the respondents agreed that the registration requirements were the cause of delay in registration of persons while 4 (3%) of the participants denied that the registration requirements were the cause. The literature review on this theme supports the views of the respondents that registration requirements were the cause of delay

4.5 Registration System

The study intended to establish the extent to which the registration system influences timely registration of persons in Kisumu city. This was necessary since Id cards are not issued instantly instead Id waiting slip is given to the applicant.

4.5.1 Waiting Period for identity card;

The study intended to find out how long the ID card seekers have to wait to receive their identity cards after making their applications. Responses from the respondents were collected and reflected in table 4.9

Table 4.9: Views of respondents on waiting period of Identity card

For how long have you been waiting for Identity cards?

Responses	Frequency	Percent
Not more than 3 days	34	25%
More than 30 days	103	75%
Total	137	100%

Table 4.9 Shows that the majority 103(75%) of the respondents reported that they had waited for their Identity cards for more than 37days while 34(25%) of the participants stated that they waited for not more than 30days. All the 13 (100%) informants, Assistant Chiefs, Chiefs, Elders and registration officers reported that most of the Id card seekers receive their cards after 37 days. The literature review also reveals that some Kenyans apply for registration but receive their id cards after long period of waiting which goes beyond seven months (Osumbah 2011). Literature review further established that in North Eastern region of Kenya Students could not process their university loans because of the delay in registration as indicated in the Kenya Truth, Justice and Reconciliation Commission report (GOK, 2013).

4.5.2 Delay in the Registration of Persons;

The study intended to establish cause of delay in registration of persons. Views of the respondents on the cause of delay in registration of Persons were therefore sought and results presented in table 4.10.

Table 4.10: Views of respondents on the cause of delay in registration of persons

What is the cause of the delay?		
Responses	Frequency	Percent
Long preparation processes at the application office	12	8%
Long verification and production processes at NRB Headquarters Nairobi	72	53%
Kisumu-Nairobi distance associated problems	53	39%
Total	137	100%

Table 4.10 shows that the majority 72(53%) of the respondents reported that the delay in registration is due to long verification and production processes at the NRB headquarters Nairobi, 53(39%) of the participants indicated that the delay was due to Kisumu-Nairobi distance associated problems and that 12 (18%) of them stated that the delay was caused by long identification processes at the application office, Kisumu. Responses from 13 informants were also collected. The majority 9(69%) of the informants reported that centralization of registration

was the cause of delay in registration while 4(31%) stated that long identification process at application office was the cause. The literature review under this theme reveals that centralization of production of id cards in NRB headquarters Nairobi was the cause of delay as presented in the Kenya National Commission on Human Right report (GOK, 2007).

4.5.3 Alternative for the Centralized Registration System

The researcher intended to find out the alternative registration system. Views of the research participants (identity card seekers) on this matter were sought and results presented in table 4.11

Table 4.11 Views of the respondents on the alternative registration system:

What should be done to avoid the present centralized registration system?		
Responses	Frequency	Percent
Production of identity cards to be decentralized to the counties	101	74%
Centralized registration system is security friendly hence Should only be improved	36	26%
Total	137	100%

Table 4.11 Shows that the majority 101(74%) of the respondents suggested that the production of Id cards be decentralized to the counties while 36(26%) of the participants indicated that centralized registration system is security friendly and therefore should only be improved. The majority 8(62%) of the informants suggested that the production of the Identity card be decentralized while 5(38%) of the informants indicated that the system was good for security purposes and should be updated.

4.5.4 Views on Centralized Registration System

The study intended to investigate the feeling of the respondents on the centralized registration system. Views of the respondents were sought and indicated in table 4.12

Table 4.12: Views of respondents on the Centralized registration system:

Responses	Yes	No	Total
Frequency	106	31	137
Percent	77%	23%	100%

Table 4.12 Shows that the majority 106(77%) of the participants confirmed that centralized registration system was disadvantageous while 31(23%) of the respondents stated that it was not disadvantageous.

4.5.5 Demerits of Centralized Registration System

The study sought to establish the demerits of the centralized registration system. Results are shown in table 4.13

Table 4.13 Demerits of centralized registration system.

Demerits	Frequency	Percent
Delay in issuance of travel documents	10	7%
Delay in business transaction and securing of Employment opportunities	62	45%
Delay in identification of criminals	9	7%
Denial of the right to participate in elections	56	41%
Total	137	100%

Table 4.13 indicated that 62(45%) of the respondents felt that the centralized registration system delays economic undertakings, 56(41%) stated that the system causes delay which amounts to denial to voting rights of Kenyans, 10(7.2%) and 9(6.56%) of the participant confirmed that the system results to delay which causes hitches in the delivery of social and security goods to Kenyan citizens respectively.

4.6 Training of Registration Staff

The study intended to assess the extent to which registration staff training influenced timely registration of persons. This was aimed at establishing level of their working skills, training on attitudinal change and management.

4.6.1 Accessibility of Registration officers

The respondents were asked to show whether or not the registration officers were friendly and results were reflected in table 4.14

Table 4.14 Friendliness of the registration officers

Are registration officers friendly?			
Response	Yes	No	Total
Frequency	41	96	137
Percent	30%	70%	100%

Table 4.14 Shows that 96 (70%) of the respondents stated that registration officers were not friendly while 41(30%) indicated that registration personnel were friendly.

4.6.2 Performance of registration officers

The respondents were asked whether or not the registration officers were executing their roles well. The responses of the respondents were presented by table 4.15.

Table 4.15 View of respondents on the performance of registration officers:

Well Execution Of Roles			
	Yes	No	Total
Frequency	51	86	137
Percent	37%	63%	100%

Table 4.15 shows that the majority 86(63%) of respondents denied that registration officers performed their roles well while 51 (37%) accepted that the officers executed their roles well.

4.6.3 Lack of training of registration staff.

The study sought to establish whether lack of training of registration staff was the cause of delay in registration of persons and views of the participants were presented by table 4.16

Table 4.16: Views of the respondents on lack of training of registration staff:

Can lack of training of registration staff be the cause of delay in issuance of Id cards?			
Response	Yes	No	Total
Frequency	112	28	140
Percent	80%	20%	100%

Table 4.16 shows that the majority 112(80%) of the participants accepted that lack of training of registration staff was the cause of the delay in registration of persons and 28(20%) denied that lack of training of the staff was the cause of delay in registration of persons. Literature review conducted on this theme reveals that the registration staff are not well trained as indicated in the NRB draft policy (GOK, 2009) on improvement of service delivery.

4.6.4 Preferred Training for Registration staff

The study sought views of the participants on the kind of training the registration staff should undergo. Views of the respondents were collected and presented by table 4.17

Table 4.17: Views of respondents on training of staff.

Preferred Training	Frequency	Percent
Courses on skills	36	25%
Courses on attitudinal change	50	36%
Courses on skills and attitudinal change	43	31%
Courses on Management	8	8%
Total	137	100%

Table 4.17 shows that the majority 50(36%) of respondents preferred attitudinal change, 43(31%) both skills and attitudinal change 36(25%) of the preferred skills and 8(8%) of respondents suggested management courses to be undertaken by registration staff. There were no any other courses recommended by the participants in addition to the ones listed above.

4.7 Infrastructure

The study intended to find out the extent to which infrastructures of the department of Nation Registration Bureau influence timely registration of persons. Adequate valid and reliable infrastructure enhances efficiency and effectiveness. It was therefore necessary to establish the position of infrastructure of the department.

4.7.1 Waiting period of Identity Cards:

The researcher sought to know from the respondents the period they have to wait to receive their id cards.

Table 4.18: Views of respondents on the period of waiting for Identity card

Period of Waiting	Frequency	Percent
Within 30 days	22	16%
Within 37 days	34	25%
Within 38 days to 3 months	50	36%
More than 3 months	31	23%
Total	137	100%

Table 4. 18 shows that the majority 50(36%) of the respondents indicated that the waiting period was up to 3 months, 31(23%) of the participants stated that Id card seekers could wait for more than 3 months to receive their Id card, 34(25%) confirmed that the waiting period was 37 days, while 22(16%) of the respondents accepted that the waiting period was only 30 days.

4.7.2 Tracking of the Delayed applications

The study sought to establish whether the registration officials were able to track the delayed applications. Views of the respondents were collected and reflected in table 4.19

Table 4.19: Views of respondents on tracking of delayed applications.

Are registration officials able to track delayed applications?			
Responses	Yes	No	Total
Frequency	68	69	137
Percent	49.6%	50.4%	100%

Table 4.19 shows that the majority 69(50.4%) stated that registration officials were not able to track delayed applications while 68(49.6%) of the respondents confirmed that the officials were able to track the delayed Id card applications. The literature review however reveals that the communication was mostly done via mails. This is according to the KNCHR report (GOK, 2007)

4.7.3 Means of Communication:

The study sought to establish the means of communication between the registration officers and ID card seekers. The information was collected from the respondents and presented by table 4.20.

Table 4.20: Views of the respondents on the means of communication:

Means of Communication	Frequency	Percent
Face to face	73	52%
Telephone/cell phone	30	22%
Online (but unreliable)	37	26%
Total	140	100%

Table 4.20 shows that the majority 73(52%) of the respondents indicated that they had face to face contact with the registration officers, 30(22%) communicated to them through telephone

and that 37(26%) of the participants made consultations online through the NRB website which was not reliable. All registration officers (3) interviewed also confirmed that their website was not reliable hence consultations were made face to face by Identity card seekers in their Kisumu offices.

4.7.4 Registration office space

The study intended to find out whether there was sufficient registration office space in Kisumu for registration activities. The responses from the respondents were collected and presented in table 4.21.

Table 4.21: Views of respondents on registration office space in Kisumu:

Do registration officials in Kisumu have sufficient office space for their work?			
Responses	Yes	No	Total
Frequency	26	111	137
Percent	19%	81%	100%

Table 4.21 shows that the majority 111(81%) of the respondents confirmed that there was no sufficient office space while 26 (19%) of the participants stated that there was sufficient office space for registration work.

4.7.5 Availability of Sufficient infrastructure.

The study sought to examine the availability of sufficient office accommodation registration equipments, materials, machines and vehicles to aid registration officers on the issue were collected and results presented in table 4.22.

Table 4.22: Views of respondents (registration officials) on the availability of infrastructure.

Do you have adequate infrastructure to aid your registration work?				
Responses		No	Yes	total
Frequency	-	3	-	3
Percent	-	100%	-	100%

Table 4.22 shows that the majority 3(100%) of the respondents confirmed that they did not have sufficient office accommodation, registration equipments, materials, machines and vehicles to aid registration work. Literature review on this theme reveals that there was inadequate infrastructure as follows: the card production equipment in place were nearly obsolete, it has too many mechanical parts and requires a lot of supervision which makes the registration long and labour intensive. In adequacy of office space, vehicles and means of communication were problems experienced by the department as is shown in the draft policy paper of the department of National Registration Bureau (GOK, 2009).

4.7.6 Serviceability of Registration Equipment

The study intended to find out whether or not the registration equipments used by the Department of National Registration Bureau broke down so frequently to cause delay in registration of persons.

The information was sought from the informants (registration officers) and results presented in table 4.23.

Table 4.23: Views of the respondents on serviceability of registration equipments.

Do your registration equipments breakdown so frequently to cause the delay in registration of person?				
Responses		No	Yes	Total
Frequency	-	3	3	3
Percent	-	100%	100%	100%

Table 4.23 shows that 3(100%) of the respondents confirmed that frequent breakdown of registration equipments was experienced. All of the participants agreed that due to frequent breakdown of equipment they lacked capacity to cope up with the volume of work at the NRB headquarters, Nairobi.

4.7.7 Technology

The study intended to establish whether the department of Registration of persons has current technology that could enable them handle the volume of work they have within the timeline of 37 days indicated in their service charter.

The information was sought from the respondents (informants) and result indicated in table 4.24.

Table 4.24: Views of respondents on reliability of technology.

Do you think your current technology can cope up with the volume of work and the expectation of customers (Identity card seekers) with regard to timeline indicated in your service charter?			
Responses	No	Yes	Total
Frequency	3	-	3
Percent	100%	-	100%

Table 4.24 shows that 3(100%) of the respondents confirmed that most of the registration work in the field and at the NRB headquarters Nairobi were done manually hence they could not meet the timeline. Literature review conducted on this theme also confirmed the views of the respondents.

4.8 National Development

The study intended to find out from the respondents how important timely registration of persons was important to them on matters of National Development.

4.8.1. Political Development

The researcher sought to establish the importance of identity card to the respondents in matters of political development. The responses of the participants were collected and presented by table 4.25

Table 4.25 Views of respondents on the usefulness of identity card in political development.

How is National Identity card useful in political development?

Responses	Frequency	Percent
In registering as a voter and voting	49	36%
In voting	67	49%
In voting, holding and contesting a political office	21	15%
Total	137	100%

Table 4.25 shows that the majority 67(49%) of the respondents stated that national identity card is used for voting, 49(36%) indicated that it is used for registering as a voter and voting and that 21(15%) of the respondents conceded that the cards is used in process of voting, contesting and holding a political office. The Literature reviews stated that lack of ID cards denies Kenyans their rights to vote.

4.8.2: Uses of National Identity card in economic development.

The researcher sought to establish three uses of identity card, according to the respondents, in economic development. The respondents' view were collected and results reflected in table 4.26.

Table 4.26 views of the respondents on the uses of identity card in economic development.

Three uses of Identity Card in Economic Development

Responses	Frequency	percentage
Aids financial transactions	29	21%
Facilitates securing of employment opportunities	89	65%

Enhances business and registration of properties	11	8%
TOTAL	129	94%

Table 4.26 shows that 89 (65%) of respondents stated that identity card was used for securing employment opportunity 29(21%) indicated its use as aiding financial transactions and 11(8%) of the respondents reported that Id card was useful in business and registering properties. The remaining respondents 8(6%) did not give their views over the issue. The Literature review indicates that Id card was useful in business transactions

4.8.3 Use of Identity card in maintaining national security.

The study sought to find out the use of identity card in maintaining national security. The views of respondents were collected and presented in table 4.27.

Table 4.27: Views of the respondents on how National identity card is used to maintain national security.

How is National Identity Card Used to Maintain National Security		
Responses	Frequency	percentage
In identifying Criminals	127	93%
TOTAL	127	93%

Table 4.27 shows that 127(93%) of the respondents who participated on the issue all reported that identity card was used for maintain national security by identifying criminals while 10 (7%) participants in the study did not give their views on the issue. Literature review reveals that Id Card is a tool used by the Kenya Government to maintain security.

4.8.4 How delay in issuance of identity card could infringe on the rights of Kenyans.

The study intended to investigate how delay in issuance of identity card could infringe on the rights of Kenyans. The views of the participants were collected and presented in table 4.28.

Table 4.28: Views of respondents on delay in issuance of identity card

How can delay in issuance of Identity Card infringe on the rights of Kenyans?

Responses	Frequency	percentage
Rights to education, employment and obtaining travel documents	82	60%
Rights to vote, health care and government services	49	36%
TOTAL	131	96%

Table 4.26 shows that the majority 82(60%) of the respondents confirmed that Kenyans rights to education, employment and travel documents could be infringed by delay in issuance of Id cards, while 49(36%) of the participants agreed that rights to vote, health care and government services could be infringed by delay in issuance of the card. However 6(4%) of the respondents who participated in the study did not give their views on the issue.

4.8.5 Views of informants (registration officers) on the importance of National identity card.

The study intended to investigate into reasons behind the registration of persons and issuance of identity card. The views of the informants (registration officers) were collected and presented in table 4.29.

Table 4.29 views of respondents (informants) on the importance of registration of persons

Why should the government issue Id cards to Kenyans Citizens

Responses	Frequency	percentage
To enhance social, economic and Political developments	3	100%
TOTAL	3	100%

Table 4.29 shows that 3(100%) of the respondents indicated that identity card enhances social economic and political developments. Literature review established that registrations of persons in Kenya conducted by the government is aimed to contribute to the national security, socio economic and political developments and that this is the mission of the department of National Registration Bureau which is charged with the responsibility.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of findings, conclusions, recommendations, contribution to the body of knowledge as per research questions and suggestions for further research.

5.2 Summary of Findings

Presented below is a summary of the major findings of the study based on each of the four research questions guiding the study. It was noted in the study that registration procedures (requirements) were the major influence in timely registration on persons as the majority 146 (97%) of the respondents agreed that registration requirements were not easily accessed and therefore were the cause of delay in registration of persons while only 4 (3%) of the participants denied that the registration requirements were the cause.

The study further established that there was a delay in registration of persons as the majority 103 (75%) of the respondents reported that they waited to receive their Identity Cards for more than 37 days while only 34 (25%) of the participants stated that they had waited for more than 37 days the timeline indicated in the service charter; that the delay was attributed to the centralized registration system as 125 (92%) of the respondents confirmed that the centralized registration system was the cause of delay in registration of persons while 12 (8%) of the participants indicated that the long preparation processes at the application office was the cause of the delay in registration of persons.

It was also noted in the study that lack of training on the part of registration staff contributed to the delay in registration of persons; the majority 96 (70%) of the respondents confirmed that registration officers were not friendly and 41 (30%) stated that they were friendly. Lack of friendliness shows need for training on attitudinal change. The majority 86 (63%) of the participants reported that the registration officials did not execute their roles well while 51 (37%) agreed that the officials discharged their roles well. It was however noted that 73 (52%) of the

respondents agreed that lack of training caused delay while 67 (48%) denied that lack of training was the cause of delay. Inability to carryout roles on the part of registration officers implies poor performance.

The study established that the means of communication between the id card seekers and registration was mainly personal contact. The majority 73(52%) of the respondents indicated that they had face to face contact with registration officers, 30 (22%) of the participants communicated to them through telephone and 37(27%) of the respondents made consultations online through NRB website which was not reliable.

The majority 111(81%) of the respondents confirmed that there was no sufficient office space for registration work while 26(19%) of the participants stated that there was sufficient office space. As to whether registration equipments, materials, machines, vehicles and sufficient office accommodation were available, all the informants (registration officers) confirmed that they were not sufficient.

The registration equipment were also not serviceable at all times as confirmed by 3(100%) of the respondents (registration officers). It was noted in the study that most of the registration work in the field and at the headquarters were done manually as confirmed by the 3(100%) informants (registration officers). They therefore lack current technology which could enhance their registration activities to meet the timeline in the service charter.

5.3 Conclusion

Registration of persons is indeed a very important function to the Kenyan citizens as economic, security and political developments. National identity card which is the final product of registration of persons is used as a vital documents in business transactions, loan for university education, obtaining travel documents, opening bank account, registering of properties, securing job opportunities, registering as a voter, voting and accessing services from government offices. The delay in registration therefore would result to forfeiting the crucial services in life. The study however reveals that the registration procedures entail requirements which are not easily accessed hence delay in registration of persons. The centralized registration system has also been established as cumbersome and slow. Applications have to be sent to Nairobi, verified processed before Id cards are produced and forwarded back to the application office (Kisumu)

for owners to collect them. The study noted that the majority of Kenyans get registered and receive their id cards after 37 days due to the long registration processes and distance involved between Kisumu and Nairobi.

The study reveals that the registration officers were not friendly and that they lack training on skills attitudinal change and management and that they did not perform their work well. It was noted also that lack of training of registration was also the cause of delay in registration of persons.

It was noted in the study that communication modes frequently used in the department of National Registration Bureau were personal contact and telephone. This is not customer friendly as one had to spend a lot of time and money to reach registration office to find out the fate of his/her Id card. Most of registration works in the field and at the headquarters were done manually. The study also noted that registration equipments breakdown frequently and that the National Registration Bureau lacked adequate office, vehicles, registration work. Lack of the infrastructure contributed to the delay in registration of persons.

5.4 Recommendations

Based on the findings of the study the following recommendations were made:

The study noted that registration requirements were not easily accessed and caused delay in the registrations of persons. The requirements should therefore be well thought out, few and easily accessed by Kenyans to avoid expending energy, time and money to obtain documents which are not in the immediate reach of the identity card seekers. Centralization of registration of persons at the National Registration bureau, headquarters, Nairobi contributes to delay in the exercise. Production of identity cards should therefore be decentralized to the counties to increase efficiency and immediate satisfaction of persons registered given that id card is crucial in many business transactions.

Training of employees addresses gaps in the performance so that productivity and quality of the product is attained. The study revealed that the registration officers did not execute their roles well and that they were not friendly. When employees do not perform their tasks well it shows lack of skills or motivation. It is also a reflection of ignorance on their part, of the importance of

customers in relation to the survival of organization or the purpose for the existence of the department they work for. The gaps create inefficiency and usually are the signs of lack of training. It was therefore recommended that the registration officers be trained on skill and attitudinal change to improve their performance. This will curb the delay in registration noted by the study.

It was also noted in the study that the department of National Registration Bureau lacked current technology and is in short supply of current registration equipments, adequate office accommodation and vehicles which could aid their registration work. The study therefore recommended that, since modern infrastructures were necessary to facilitate their work, they should adequately be supplied to improve the department’s efficiency and effectiveness to reverse the current delay in registration.

5.5 Contribution of Knowledge

The study has made significant contribution to knowledge as summarized in table 5.1. The contributions are presented along research objectives.

Table 5.1 Contribution to knowledge

Objectives of the Study	Contribution to body of knowledge
To establish the extent to which Registration requirements influence Timely registration of persons in Kisumu city.	The registration requirements should be few and accessible to avoid delay in the process for which they are needed.
To examine the level at which Registration system influence Timely registration of person In Kisumu city.	Centralization of registration causes delay in service delivery. Decentralization of services ensures effectiveness and Efficiency of an organization.
To assess the extent to which Registration staff training	Lack of relevant training leads to efficiency gaps in a department. Once

Influence timely registration of persons in Kisumu city.

training needs are identified action Should be taken by the affected organization to give the employees the needed training to attain the intended objectives in time by expending minimum efforts and resources.

To evaluate the extent to which The infrastructures of the Department of National Registration bureau influence Timely registration of persons In Kisumu City.

Outdated and inadequate supply of infrastructures caused inefficiency and poor deliver of service to the customer (public). Continuous improvement and adequate supply of modern infrastructures Ensures timely delivery of quality services To the people and captures their satisfaction.

5.6 Suggestions for further Research.

This study focused on only four variables but the researcher is convinced that there should be other factors which this study did not investigate but which are significant. A study should therefore be done to cover these areas:

1. A study should be carried out to examine the extent to which political interest influence timely registration of persons.
2. A study should be carried out to assess the level at which insecurity influence timely registration of persons.
3. A study should be carried out to establish the extent to which public awareness of registration requirements influence timely registration of persons.

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APPENDICES

APPENDIX I: LETTER OF TRANSMITTAL

NASHON OYOO ONYANGO

CELL PHONE NO. 0729221708

Dear Respondents

RE: REQUEST FOR QUESTIONNAIRE ADMINISTRATION

The above refers. I am a final year Master of Arts student in Project Planning and Management of the University of Nairobi. As part of the requirements for the course, I am undertaking a study on: "Factors influencing Timely Registration of Persons in Kisumu City, Kenya".

You have been nominated to participate in this study and your participation is purely voluntary. If you choose to participate, please provide accurate and honest answers as much as possible. As a measure of confidentiality, your name will not be required.

Thanks in advance for your support.

Yours faithfully

Nashon Oyoo Onyango

Student – University of Nairobi

L50/62247/2013.

APPENDIX II: QUESTIONNAIRE FOR IDENTITY CARD APPLICANTS

Introduction

This questionnaire is meant to help in collecting data for the study of factors influencing on Delivery timely registration of persons in Kisumu City, Kenya. Consequently, you have been identified as a potential respondent for which you are kindly requested to complete the questionnaire and give any additional information you feel is crucial to the study. The information given is absolutely for academic purposes only, and shall be treated with the utmost confidentiality it deserves. Kindly respond to the best of your knowledge. Remember, there is no wrong or right answer.

SECTION A: Background Information

Instruction: Please provide your particulars by putting a tick (√) in one of the boxes against particulars shown in Roman Numbers (i-iv):-

(i) **Occupation:**

Civil Servant Self Employed Not Employed Student

Others (Specify).....

(ii) **Age:** 18-25 yrs Above 25 yrs

(iii) **Gender:** Male Female

(iv) **Highest level of education:**

Primary Education Secondary Education University Education

SECTION B: Registration of Persons Procedures

Instruction: Please read the questions carefully before giving the responses required. It is important that you give true and accurate information. Put a tick (√) in one of the boxes against the requirements to choose your answer in each case.

	Not easily accessed	Easily accessed	Not known
(i) Parents identity card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Certificate of registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iii) Certificate of naturalization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(iv) School leaving certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Birth certificate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- (vi) Parents death certificate Not easily accessed Easily accessed
 Not known
- (vii) Age assessment certificate from MOH Not easily accessed
 Easily accessed Not known
- (viii) Court affidavit for late registration Not easily accessed
 Easily accessed Not known

1 (b) Are the following requirements for duplicate card application (in case of loss) easily accessed? Put a tick (✓) in one of the boxes shown below to choose your answers for each case:

- | | Not easily accessed | Easily accessed | Not known |
|--|--------------------------|--------------------------|--------------------------|
| (i) Police abstract | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (ii) Copy of the lost ID card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (iii) Taking of fingerprints for search in case one does not remember his/her lost ID Card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (iv) Administrative officers letter confirming loss | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

1 (c) Are the following requirements for application for change of particulars easily accessed? Put a tick (✓) in one of the boxes shown below to choose your answers for each case:

- | | N.E.A | E.A | N.K |
|--|--------------------------|--------------------------|--------------------------|
| (i) Parent consent – for a lady to adopt the name of her husband | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (ii) Deed poll-for one to change his whole name | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (iii) Court affidavit – explaining reason for change | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (iv) Divorce certificate – change as a result of divorce | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (v) Chiefs letter – for change of address | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- (vi) Husbands ID card (photocopy) spouses to appear before a registrar in case of adoption of husband's name Not easily accessed
 Easily accessed Not known
- (vii) Marriage certificate Not easily accessed
 Easily accessed Not known

1(d)

(i) Are the registration requirements on sections A, B and C delaying the issuance of ID cards process? Yes No

(ii) If your answer is “yes” what should the government do about it

.....
.....

SECTION C: Centralized Registration System

Instruction: Please tick (✓) one of the boxes to choose your answer for each of the questions below:-

1 (a) For how long have you been waiting to receive your Identity card?

Not more than 37 days

More than 37 days

(b) In case you have waited for more than 37 days to receive your identity what do you think is the cause of the delay?

Long preparation processes at the application office

Long verification and production processes at the NRB headquarters, Nairobi

Kisumu – Nairobi distance associated problems

2 (a) What should be done to avoid the present centralized registration system where applicants have to wait for their Id cards to be produced in Nairobi before being sent back to the application point in Kisumu city?

Production of identity cards should be decentralized to counties to allow instant issuance of identity cards in Kisumu City.

The registration system is security friendly and should only be improved to capture the satisfaction of the Id card seekers.

(b)(i) Is the present centralized registration system disadvantageous to Kenyan citizens?

Yes

No

(ii) In case your answer is Yes give demerits of the registration system and what the government should do about it.

.....
.....
.....

SECTION D: Training of Registration Staff

Instruction: Please tick (√) one of the boxes to choose your answer for each of the questions below:-

1 (a) Are the registration officers friendly?

No

Yes

(b) In your own judgment do you think the registration officers execute their roles well?

No

Yes

(d) Can lack of training of registration staff be the cause of delay of issuance of identity cards?

No

Yes

(c) In case your answer is yes which training do you think they should undergo to improve their productivity?

On skills

On attitudinal change

On both skills and attitudinal change

On management

(e) What other courses or training do you suggest?.....

.....

SECTION E: Infrastructure

Instruction: Please tick (√) one of the boxes to choose your answer for each of the questions below:-

1 (a) Are the registration officials able to track information about the delayed applications instantly?

No

Yes

(b) How long do applicants actually wait for their identity cards?

Within 30 days

Within 37 days

Between 38 days to 3 months

More than 3 months

2 (a) In case you have waited for your identity card for more than 37 days have you been informed of the position of your application since you applied.?

No

Yes

(b) By what means have you been communicating with the registration officials in Kisumu to know the fate of your application?

Do registration officials in Kisumu have sufficient office space for their work?

.....
.....

SECTION F: National Development

Instruction: Please give accurate responses to the following questions:-

1. How is National Identity card useful in political development?.

.....
.....

2. Give three uses of National Identity card in economic development

.....
.....

3. How is National Identity card used to maintain national security?.

.....
.....

4. How can delay in issuance of National Identification card infringe on the rights of Kenyans?.....

.....

APPENDIX III: INTERVIEW GUIDE-KEY INFORMANTS “A”

1. You are the people entrusted with issuance of National identification cards to eligible citizens of Kenya. Why should the Government Issue cards to the Kenyan citizens? what is the cause of delay in delivery of the cards?
2. There have been complaints from the public that many applicants wait for more than 37 days from the time of application to receive their ID cards. How can this problem be addressed.
3. I am aware that one has to fulfill registration requirements. Are the registration requirements popular to the ID card seekers? If some of the registration requirements are not popular, what activities and programmes has your department undertaken to popularize the requirements?
4. Each time they visit your offices to report the delay of the applications what means of communication do you use to know the positions of such cases from your headquarters, NRB Nairobi?
5. Do your registration equipments breakdown so frequently to cause the delay?.
6. I know all applications from the field are sent to one point at the NRB headquarters for production of ID cards. Do you have the capacity to handle the work of that magnitude?
7. Are your officers in the field and headquarters equipped with the relevant skills to handle the volume of work that has been occasioned by the increasing population?
8. Do you think your current technology can cope up with the volume of work and the expectations of the consumers (ID card seekers)with regard to timeline indicated in your service charter?
9. Are all core activities of your Department like interviewing, taking photographs and fingerprints of applicants performed by qualified registrars, photographers and fingerprint technicians respectively?
10. Do you have sufficient office accommodation, registration equipments, materials machines and vehicles to aid your work?

APPENDIX IV: INTERVIEW GUIDE– KEY INFORMANTS “B”

1. You are the people involved in the identification of Kenyan citizens for the purpose of registration and issuance of identity cards. Why Kenyans should be subjected to the identification process before being issued with identity cards?
2. Do you require one of the applicants parent’s Id card as proof of citizenship?
3. Do you require school leaving certificate or birth certificate or baptismal card or notification of birth or certificate of apparent age from medical officer of health as proof of age?
4. Do you require death certificate of the parents of an orphan as proof of citizenship?
5. Do you need court affidavit for late registration cases?
6. Do you refer Kenyans to seek registration in their home border areas to avoid registering aliens in Kisumu City?
7. How long does the identification process take?
8. Do the identity card seekers obtain the registration documents easily and cheaply?
9. Do the identity card applicants complain about the registration requirements?
.....
10. Do the identity cards seekers receive their Id cards within 37 days?
11. In case the applicants do not receive their Id cards within 37 days, where do you think the delay occurs?
12. How can the delay be reversed?
.....

APPENDIX V: LETTER FROM THE UNIVERSITY



UNIVERSITY OF NAIROBI
COLLEGE OF EDUCATION AND EXTERNAL STUDIES
SCHOOL OF CONTINUING AND DISTANCE EDUCATION
KISUMU CAMPUS

Our Ref: UON/CEES/KSM/4/13

Your Ref:

Telephone: 057-2021534 Ext. 28626

University of Nairobi Plaza
Oginga Odinga Street,
P.O. Box 825,
KISUMU, Kenya.

5TH November, 2014

TO WHOM IT MAY CONCERN

RE: ONYANGO NASHON OYOO - REG NO. L50/62247/2013

This is to confirm to you that the above named **Onyango Nashon Oyoo** is a student of the University of Nairobi, College of Education and External Studies, School of Continuing and Distance Education undertaking Masters in Project Planning and Management in Kisumu Campus and he has successfully completed his course work and examinations as required.

In partial fulfilment of the requirements for the Masters in Project Planning and Management, **Nashon** is undertaking research for his Masters Project. We therefore request you to allow him access the data/information he may need for the purpose of his study. Any assistance, information or data collected is needed for academic purposes only and will therefore be treated in strict confidence.

We would appreciate any assistance that may be given to him to enable him carry out the study.

Thank you.

Dr. Raphael O. Nyonje, PhD
RESIDENT LECTURER
KISUMU CAMPUS



ISO 9001: 2008 CERTIFIED

The Fountain of Knowledge Providing Leadership in Academic Excellence

APPENDIX VI: RESEARCH AUTHORIZATION



NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY AND INNOVATION

Telephone: +254-20-2213471,
2241349,310571,2219420
Fax: +254-20-318245,318249
Email: secretary@nacosti.go.ke
Website: www.nacosti.go.ke
When replying please quote

9th Floor, Utalii House
Uturu Highway
P.O. Box 30623-00100
NAIROBI-KENYA

Ref: No.

Date:

2014

26th September,

NACOSTIP/14/0052/2264

Nashon Oyoo Onyango
University of Nairobi
P.O. Box 30197-00100
NAIROBI.

RE: RESEARCH AUTHORIZATION

research on "Factors
I am pleased to inform
research in Kisumu County

Following your application for authority to carry out
influencing registration of persons in Kisumu City,
you that you have been authorized to undertake res
for a period ending 3rd November, 2014.

Commissioner and the County
before embarking on the research

You are advised to report to the County Co
Director of Education, Kisumu County be
project.

expected to submit **two hard copies**
a report/thesis to our office.

On completion of the research, you are
and one soft copy in pdf of the research


SAID HUSSEIN
FOR: SECRETARY/CEO

Copy to:

Education

The County Commissioner
The County Director of E
Kisumu County.

APPENDIX VII: RESEARCH PERMIT

**THIS IS TO CERTIFY THAT:
MR. NASHON OYOO ONYANGO
of UNIVERSITY OF NAIROBI, 295-40300
Homabay, has been permitted to
conduct research in Kisumu County**

**Permit No : NACOSTI/P/14/0052/2264
Date Of Issue : 26th September, 2014
Fee Received :Ksh 1,000**

**on the topic: FACTORS INFLUENCING
REGISTRATION OF PERSONS IN KISUMU
CITY**

**for the period ending:
3rd November, 2014**

**Applicant's
Signature**

**Secretary
National Commission for Science,
Technology & Innovation**

CONDITIONS

1. You must report to the County Commissioner and the County Education Officer of the area before embarking on your research. Failure to do that may lead to the cancellation of your permit
2. Government Officers will not be interviewed without prior appointment.
3. No questionnaire will be used unless it has been approved.
4. Excavation, filming and collection of biological specimens are subject to further permission from the relevant Government Ministries.
5. You are required to submit at least two(2) hard copies and one(1) soft copy of your final report.
6. The Government of Kenya reserves the right to modify the conditions of this permit including its cancellation without notice.



**National Commission
Technology and I**

**RESEARCH C
PER'**

Seria

CONDI'

**for Science,
novation**

**LEARANCE
MIT**

il No. A 3359

IONS: see back page

APPENDIX VIII: MAP OF THE STUDY (KISUMU CITY)

