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**THE IMPACT OF INFORMATION COMMUNICATION TECHNOLOGY ON
THE CONDUCT OF INTERNATIONAL RELATIONS AMONG STATES:
CASE STUDY OF KENYA**

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DECLARATION

I would like to state that this research paper is my new work and has not been submitted for award of degree in other universities

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R50/12220/2018

Signature.....

Date

This Master of Arts research project has been submitted for examination with my approval as university supervisor

Supervisor: Dr. Patrick Maluki

Signature.....

Date.....

DEDICATION

I would like to bestow this research paper to my beloved parents for their support during the entire process.

ACKNOWLEDGEMENT

I would like to show my utmost appreciation to everyone who had a hand in the successful completion of this research paper. First and foremost, I am grateful to the course supervisor Dr. Patrick Maluki, for his guidance when I was undertaking this project.

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ABSTRACT

The reason for this examination was completed to explore how the conduct of international relations among states is impacted by the information communication technology, with focus on the republic of Kenya. The particular destinations of the investigation were; to decide how the Information Communication Technology has changed the direct of global relations among states, to decide viability of leading worldwide relations through ICT among states and to investigate the impact of ICT on direct global relations among states. The investigation utilized a distinct review configuration combined with content examination. The plan was advantageous as it guaranteed that the issues under investigation were comprehensively dissected. The investigation utilized purposive straightforward irregular examination. This guaranteed that all the workers in every division had equivalent possibility of being chosen to partake in the investigation henceforth diminishing testing blunder. A sample size of 80 staffs was recognized to take an interest in the examination. The examination utilized questionnaire to gather information. Information gathered was coded, scored and entered into a computer utilizing the software known as statistical package for social sciences (SPSS). Quantitative information was investigated utilizing tables, figures and charts. ICT were discovered to be positive related with global relations subsequently the examination reasons that ICT contributes towards lead of worldwide relations. In addition, how ICT impacts were distinguished as web-based media stages, for example, twitter, Facebook, and YouTube, thus it contributes towards lead of worldwide relations. Viability was discovered to be positive and proficient; this induces that state ICT is a significant factor that contributes towards lead of global relations, Case Study of Kenya. The investigation suggests that different states ought to guarantee reception of ICT, as these are probably going to impact lead of worldwide relations between states. As the examination discoveries indicated that lead of worldwide relations relates decidedly with ICT, the legislature ought to give an empowering ground to ICT selection as it influences direct of global relations. The investigation suggests that Kenya should grasp new ICT gauges and authorize laws that favor innovation.

CHAPTER ONE

INTRODUCTION AND BACKGROUND TO THE STUDY

1.0 Introduction

Progressions in Information Communication Technology (ICT) in the 21st century have contributed tremendously to the monetary improvement everywhere in the world. It has been viewed as an empowering agent in numerous parts of development including globalization. The headways of ICT have brought new open doors for both information sharing and assembling to the degree that the worldwide network can contact detached people, families and populace to more readily comprehend their requirements and difficulties¹. In this century, states are getting more associated. Global Corporations (MNCs) and Non-Governmental Organizations are seen concocting more impact as far as choices and arrangements are concerned. Reality in the worldwide world of politics have been compacted using specialized instruments. The spread of data has had the option to arrive at the worldwide network immediately on political, financial and social perspectives during this regard; ICT makes strategy more unique, energizing and masterful calling. It is apparent that ICT has changed the act of peacekeeping, the preeminent significant part being the degree of the effect of upset of ICT on the function of contemporary ambassadors and the way this can either help political jobs or increase them².

1.1 Background to the study

The finish of the contention led to a practical rebuilding as well as increase of two significant constituents: the ascent inside the measuring of the individuals in the focal

¹ Asanga 2012

² Essays, UK. (November 2018). The Impact of ICT in Contemporary Diplomacy. Retrieved from <https://www.ukessays.com/essays/politics/impact-ict-contemporary-diplomacy-7609.php?vref=1>

point of the worldwide world and furthermore the galactic development in expertise and application. The broadening in Science and Technology has become drivers inside the global cultural gathering. The comprehension of such bend in outside cultural gathering is presently a fundamental necessity to compelling external talk and lead of strategy by ambassadors. To this end, ICT is currently a certain component as a feature of way of life and it plays a basic component in political, efficient and social changes. In any case key developments in ICT have changed the correspondence encompassing it. This degrees from the central rocket Anik 1, a Canadian shuttle which was developed in 1972, to web in the year 1983 as well as World Wide Web initiation in the year 1991³.

The growth in information communication technology has advanced to the pinnacle where blaze informing has become the standard. The overall wide web (WWW) has contributed tremendously to genuine correspondence. Besides, World Wide Web (WWW) has exchanged the everyday mechanism of correspondence from radios, handsets and TVs to contain themselves in making the globe interlace the crucial basis of realities. Virtual gatherings, online report sharing have become the standard and gigantically changed data introduction in a way that is snappy and communicative⁴.

The current world has been taken over by the innovation regarding business. This has prompted improvement of socio, legislative and financial ties of individuals. By and by, financial specialists have had the option to draw in, and execute generally through ICT. This is regularly a period where computerized marks are bit by bit supplanting set up ones; where synthesis documentation has other than spellbound priority above

³ Pahlavi, Pierre C. "Cyber-diplomacy: A new strategy of influence." In *Canadian Political Association, General Meeting, Halifax, NS*, vol. 30. 2003

⁴ Essays, UK. (November 2018). The Impact of ICT in Contemporary Diplomacy. Retrieved from <https://www.ukessays.com/essays/politics/impact-ict-contemporary-diplomacy-7609.php?vref=1>

standard recording. Governments are finding the innovation surge consequently permitting its kin to get public administrations on the web⁵.

The 21st hundred period has canned an ascent simply inside the broadcast communications circle. A nice demonstration of local telecoms social orders are approaching up to fulfill the necessities of its development universe. Some of these social orders oblige: Tele2 Russian alliance, Safaricom, MTN South Africa, Vodacom gathering, Maroc media transmission, Sun Cellular, Bright House Networks LLC, Orascom media transmission, Algerie (Algeria) among others. Therefore ICT has caused development in medium and interconnectedness. Hence political commitment and communications between and among states have expanded. Tact rotates around communications between country states. Methods for leading collaboration between states are tact and war. In accordance with Hedley Bull, tact reception apparatus is put as "the way wherein relations among states and different elements in the world legislative issues by legitimate operators and by quiet methods are run." It is in this way perceived that discretion is not just led by country states yet in addition by authentic specialists which incorporate Multinational Corporation (MNCs). These transnational enterprises have been committed to see the need to embrace innovation and advancement to develop their foreign relations. Also, they have had the option to use correspondence and backing as instruments of their center business and committed colossal interests in their web use. . For example, companies including Coca Cola, Barclays Absa Bank, Toyota Kenya, DT Dobie among others, have a wide snare of presence for quite a long time and regularly go about as wellsprings of data⁶.

⁵ <https://africanleadership.co.uk/telecommunication-and-ict-revolution-in-africa>

⁶ Bull, Hedley. "Diplomacy and international order." In *The Anarchical Society*, pp. 156-177. Palgrave, London, 1977.

The ICT area was hit by uncommon changes 20 years back. The political partners were not for the assessment of receiving and authorizing ICT in Kenya. The political authorities saw the development of ICT as terrorizing to the progression of information and loss of political control. The presentation of ICT was met with this test through an administration ad by Kenya Post and Telecommunication Corporation proclaiming web access as illicit. It was then disallowed totally all until 1999. Be that as it may, Non-Governmental associations (NGOs) were permitted to approach the web. Support endeavors caused take-up of ICT and in 1997, the, Government of Kenya set up strategies in the area of media transmission and postal, recognizing the positive commitment of ICT and eventually the Kenya data and correspondence act was passed in 1999. A fresh out of the box new telecom law building up a multi-administrator environ followed shortly thereupon by legitimate distinguishing proof of the web. All things considered the market had an imposing business model of ICT constrained by the Kenyan state up to the year 2007⁷ .

For twenty years before the year 2015, the World progressively grasped ICT. Kenya received the utilization of ICT as need of strategy and development in finance through e-government stages to arrive at its residents. Working with different partners the Kenyan government conceived a financial development that is driven by appropriation of ICT⁸.

By prudent survey of 2018, the Information and correspondence circle has been extending throughout the long term. In the year 2007, the area extended by 11 percent. The development of this ICT area particularly in foundation of online media have been

⁷ Nicholas Westcott: Digital Diplomacy: The Impact of the Internet on International Relations

⁸Mureithi M. (2017). The internet Journey for Kenya. The interplay of Disruptive innovation and entrepreneurship in fueling rapid growth.

utilized in the present conciliatory interchanges. This has prompted expanded conciliatory communications among Kenya and global network to extend, advance and secure her inclinations. This examination paper recognizes the effect that the ICT has on discretionary commitment and explicitly in Kenya, which the nation can attract significant exercises to help develop and advance its political commitment globally⁹.

1.2 Statement of Problem

Kenya was ranked position thirteen in Africa in the Global ICT Development index of 2017¹⁰. Although the country maintained the same position in the year 2017, this is an improvement from the last ranking of 2016 in terms of ICT Development index value by 0.24. As a result, this shows that the republic of Kenya has acknowledged the use of ICT as a driver of diplomacy and economic advancements in Kenya. The power of social media, through the different forms of internet: Facebook, twitter, video conferencing and other social media, has been felt through spread of information from public which affects the conduct of diplomacy. In this regard, the challenge facing the republic of Kenya in conduct of her international relations is the spread of uncontrolled information through social media. There is need to increase reliability of the use of ICT which will enhance diplomatic engagements in Kenya. This brings the question of, what is the impact of Information Communication Technology on conduct of international relations among states.

Handling of the spread of information on social media through internet is of great concern to the Republic of Kenya. To an extent, the International community relies on these social media for information on how to engage with a particular country. Authenticity of this Information shared on these social media platforms need to be

⁹Kenya National Bureau of Statistics (KNBS): Economic Survey 2018

¹⁰International telecommunication union (ITU): measuring the information society report 2017

confirmed and verified by the authors of the information before it is shared. In this way, there will be control and ownership to ensure the image of the country is protected at all costs. The conduct of international relations may be affected negatively if at all these considerations are not put in place. In cases of instability, information spreads faster through social media. This information comes from public which may not be true and therefore scaring away investors and tourists wishing to enter the country. It gives unnecessary tension to businesses, foreign residents in the country and international community. Based on this information, international engagements in terms of trade, tourism, transport maybe at risk for Kenya's development.

1.3 Research Questions

This research topic will answer the following research questions:

1. How has Information Communication Technology changed the conduct of international relations among states?
2. How effective is it to conduct international relations through ICT among states?
3. What is the impact of ICT on Kenya's conduct of international relations with other states?

1.4 Research Objectives

This research topic will seek to attain the following research objectives:

1. To determine how the Information Communication Technology has changed the conduct of international relations among states;
2. To determine effectiveness of conducting international relations through ICT among states; and
3. To examine the impact of Information Communication Technology on conduct of international relations among states.

1.5 Literature Review

Focus will be primarily on the key debates revolving around the impact of ICT on conduct of international relations among states: case study of Kenya. The review will be done theoretically, empirically and will identify existing gaps.

1.5.1 Theoretical Review

As per Mark DaCosta, the worldwide communication is characterized by having more than one branch of knowledge with different types of cooperation. These includes worldwide communication i.e. mass media and intercultural correspondence and legislative issue.¹¹ .

The scholar argues that the global communication exploration is recognized in two ways. First, by legitimate and political measurements. This alludes to dissecting how the selections and methods of specific public foundations influence idea of universal correspondence. Secondly, social measurement which is centered on connections among universal and culture communication.¹².

Along these lines, at the earliest reference point, it is noticed that the idea of global political communication directly links with the zones of worldwide interactions relations and politico logy with public as basic performer in the focal point in this type of communication. At the end of the day, hypotheses of universal political communication mostly manage the connection between various nations. In any case, there are additionally more extensive observations: global correspondence is a procedure that Research techniques, ideas and information from different areas of study, that is, political theory, humanity, financial matters and so on incorporates the entirety of communication performers, and standards through which world's reality,

¹¹ Littlejohn, S. W., & Foss, K. A. (2009). *Encyclopedia of communication theory* (Vol. 1). Sage.

¹² *ibid*

profound manifestations spill over the national borders. With regards to hypotheses of universal communication. Mark DeCosta Aliyn distinguishes five speculations in this space:¹³

Theory of Internationalism

This model is a worldview dependent on mechanical determinism. The growth of world potential is depended on how the actors of universal relations associates with one another by using new innovations. It relied upon the speculations that individuals all over offer an amazing number of essential characteristics, paying little regard to their social and geographic beginning stages. Likewise, as a significant supposition in this worldview is the presence of a thought of a worldwide society where the feeling focused towards harmony and resistance wins. Late speculations on the modifications brought about by the internet, concerning the universal humanity into worldwide request mostly share this worldview essential suppositions. In this way we can unreservedly say that the early hopefulness with respect to the social job of the Internet as a demiurge of another equitable, worldwide and cosmopolitan request has been to a great extent initiated by the above speculations. It is therefore argued that the renowned scholar Harold Innis is regarded as the highly persuasive Harold Innis was positively the most persuasive doctrinaire in the development of the theory of internationalism.

The Marxist Paradigm of worldwide communication

This proposition is depended and suspicious of the way worldwide framework imparts. It basically speaks to the capacity of specific methods of financial creation. Herbert Schiller, a celebrated creator and developer of the theory of social colonialism,

¹³ Radojković, M., Stojković, B., & Vranješ, A. (2015). *Međunarodno komuniciranje u informacionom društvu. Beograd: Clio.*

criticized the economy of the United States of America of becoming guilty party on lopsidedness in worldwide communication.

According to Schiller, he argues that nation is supposed to be an augmented from industrialist venture, taking into consideration first hand advances that once utilized will make over the top an incentive rather than a more extensive social great. At long last, Schiller proposes that nations should utilize their own capacity in managing "communication industry" in order to achieve extensive communal government assistance, and avoid assisting entrepreneur's minority.

Reception Theory

It guarantees that there is an imbalance in the data stream that is produced by the global media and the explanation is found through the investigation of the writings, not based on social government. An illustrative model is the straightforward account ideal of Scott Robert Olson, who looked for the reason for the tremendous fame of the American varying media creation around the globe. As per this theory, movies and TV packages in America, are instances of the supposed "straightforward media messages" since individuals from various societies can without much of a stretch decipher their messages. At the end of the day, straightforward media writings are intended to contain the components unmistakable to individuals everywhere throughout the world. Notwithstanding the way that Olson didn't place his theory with regards to social government.

The Theory of Identity

In light of a postmodernist scholarly custom, it expects that the principle shapes of the development of human character are not by the class, however in another communal developments designed through variables of sex, indigenous fondness among others.

Character speculations suggest noteworthy modifications in the manner by which universal statements are considered, particularly when they disagree with national powers highlighting the core mandate of correspondence exercise performers. As indicated by that perspective, global political performers of correspondence own specialists who have the capability to lower down and exceed the nation's intensity in this procedure. The renowned Manuel Castells is regarded as the greatest compelling scholar as far as this worldview is concerned¹⁴.

Both internationalist and Marxist ideal models speak to the purported "stupendous speculations" with respect to universal political communication since they will in general depict and empower standardizing regulations of the whole arrangement of global communication. The staying ideal models will in general discover follows in appreciating global governmental correspondence by explicit components inside informative procedure itself. At long last, a conclusion can be reached in terms of moving hypotheses of universal governmental correspondence from sociologies to the viewpoint of the humanist.

The speculations of the principal Marxist as well as internationalists, endeavored for the optimistic reflection on the global communal conditions, which were experimentally based. In this respect, the matter of character as well as impression of universal statements was not considered and which are key field of objective decisions.

Because of the improvement of present day data and communication advancements and their openness to regular clients, universal governmental correspondence has been overhauled. There has been a change of the extension which has shifted from state system to worldwide system. The magnitude of these communications themes have also

¹⁴ Littlejohn, S. W., & Foss, K. A. (2009). *Teori komunikasi*. Jakarta: Salemba Humanika.

expanded. In the past, state was recognized as the significant focus of global governmental correspondence by way of being extraordinary type of correspondence exercise.

Without paying regard to a particular country, Multinational corporations (MNCs), worldwide media houses, broadcast offices, universal wireless and television administrations and so on, likewise assumed a significant job. The advancement of new data and communication advances has expanded the quantity of subjects.

It is argued by scholars like Radojkovic that rundown of performers in this sort of collaboration, could incorporate use of web search tools, interpersonal organizations, global administrative and non-legislative associations, distinctive neighborhood and transnational social developments, yet in addition, as referenced, any resident with satisfactory Internet get to "device", information, thoughts and the need to impart in the internet, for example over the borders of his/her national state. This procedure could likewise be clarified as an outcome of the vanishing of communication sway that cutting edge nations have lost well before the rise of the Internet. Afterward, affected by globalization forms, they started to lose monetary, military, budgetary, ecological and different powers¹⁵.

In this unique situation, and according to scholars style and stein, it is argued that turn of events, accessibility of first hand data, correspondence advancements have decreased the intensity of states as their occupants and the media were given the chance of immediate and quick data gathering¹⁶.

¹⁵ Radojković, M., Stojković, B., & Vranješ, A. (2015). Međunarodno komuniciranje u informacionom društvu. *Beograd: Clio*.

¹⁶ Hansen, M. A., Harnest, J., Steel, V., Stein, J. E., & Weaver-Myers, P. (2002). A question and answer forum on the origin, evolution and future of access services in libraries. *Journal of access services*, 1(1), 5-24

We proceed with conversation of the update of universal political communication affected by the improvement of current data and communication advances in regard to theories advanced by scholars Pippa Norris and Ronald F. Inglehart. According to the scholars, advancements in this type of correspondence exercise is inseparably world connected— a procedure that can be looked at from many aspects, which is free and encompasses costless progression of thoughts, resources , products as well as individuals from all over the world. The governmental or political component of globalization includes combination of nations into worldwide and provincial associations, that should not be confused with comparative procedures of "westernization," "Americanization" and "modernization". The outcome ought to be the formation of a "cosmopolitan popular government" in light of the rule that majority rules system must be applied inside the national states as well as between the states and all around¹⁷ . So as to help this proposition and portray means by which a certain voting model should be accomplished; according to Norris and Inglehart, social culture is continuously alive and conveying inside the worldwide network. They considered this type of association a "cosmopolitan communication". The similarity between the multicultural and the universal governmental statements at a worldwide scale is in the way they depend on potential outcomes of rehearsing relational correspondence through current data as well as correspondence innovations externally.

At the point when we revisit idea concerning "cosmopolitan communication" advanced through Norris and Inglehart, an obvious end result is that this sort of collaboration could prompt the foundation of multicultural vote based system and eventually to the furthest limit of country nations. As per Anthony Giddens, it stimulates the redesigning

¹⁷ Norris, P., & Inglehart, R. (2009). *Cosmopolitan communications: Cultural diversity in a globalized world*. Cambridge University Press

of contemporary social orders and international political economy. An enormous number of creators, the alleged "supportive of globalist" on this path clarify that the turn of events and use of data communication advancements at last makes a ripe ground for the acknowledgment of this thought.

The development of cosmopolitan direction among residents would bring about expanded comprehension and regard for the propensities and customs of different societies, in this way fortifying the trust and resistance among the people groups¹⁸. Such a lot of, as indicated by the desires for the previously mentioned creators, ought to eventually prompt a decrease in the parochial sentiment of nationality¹⁹. Then again, doubters take advantage that of the lack of observational examination to affirm proposal that the procedure of going global and the capacity to impart worldwide could assemble multicultural direction among residents in the entire globe.

As indicated by scholars like Robert Gilpin and Michael Mann²⁰, it is a fairly disputable postulation that there is danger in globalization to the fate of countries and that it debilitates the national characters. Such proof can be diminished as ethno patriot secessionist developments in particular countries of Middle East like in Iraq. In the same way, it can be accommodated into arrangement, developments for self-sufficiency of the tigers in the republic of Sri Lanka, in Spain and Catalonia just to mention a few.

Anthony Smiths agrees that today we are seeing the development of territorial alliances in which country states despite everything assume the primary job and not the way toward beating the states. He also presumes that we are a long way in arriving at layouts

¹⁸ Giddens, A. (2003). *Runaway world: How globalization is reshaping our lives*. Taylor & Francis.

¹⁹ Norris, P., & Inglehart, R. (2009). *Cosmopolitan communications: Cultural diversity in a globalized world*. Cambridge University Press 174

²⁰ Mann, C. L. (2003). *Globalization of IT services and white collar jobs: The next wave of productivity growth* (No. PB03-11).

of certain practical proposition of worldwide values that can be framed based on multicultural standards and certainly modify the current universe of countries that despite everything acquire custom, state legends, and so on.

There is therefore the need to revisit authenticity and radicalism as significant conventional speculations of worldwide relations as they involve a focal spot in the study of global relations and have the most significant impact. Other hypothetical headings don't have a job and spot as these two and they for the most part created through their study. That is the reason we will consider how these speculations take a gander at the modern day worldwide governmental correspondence.

Practically, the central actor between its relations and the focal point of every single willing movement in world legislative issues is the nation. In this sense, safekeeping and the use of force are the most significant concerns that the nation should demonstrate in order to accomplish its own interests in levelheaded manner, Here the force and security are the most significant issues, the state demonstrations to accomplish national interests in a levelheaded manner, even though the perspective on worldwide governmental issues is critical. Disorder of the worldwide framework without preeminent authority definitely drives a nation to “security predicament”. It is also important to note that the theme of conflict and harmony is critical. In spite of the fact that there are diverse hypothetical methodologies inside authenticity: from old style, auxiliary and neo-authenticity, exists a hypothetical center, comprising three (3) essential rules which join every pragmatist. The main standard is the state direction, i.e. the statism, subsequent guideline is endurance. The last rule is self-improvement. These essential standards show the most significant issues of reasonable theory and that is the

reason we don't have more genuine examinations managing worldwide communication and data and communication advances²¹.

Universal political statements, as per pragmatists, ought to be an indispensable piece of conciliatory and significant affairs amongst nations. They must also help nations to acknowledge the greatest significant security concerns as well as international strategy. According to pragmatists, they opine that information technology (IT) unrest is intriguing because they do not recognize the need to complete amendments which are in the theory because of the digital age challenges. As per pragmatists, present day data and communication advancements are simply one more marvel which the nation (the greatest significant entertainer in worldwide interactions) comes across with – simply same as transnational's.

The open minded model of worldwide interactions embraces a totally extraordinary perspective on global communication, as well as effect of data unrest in global legislative issue. These kind of decisions on certain concerns are arrived at after considering the fundamental rule of liberal theory in which participation amongst actors or performers of universal government issues is regarded as the greatest significant aspect of accomplishing as well as keeping up the harmony. According to Joseph Nye, collaboration and communication are directly proportional. Likewise, harmony and participation are also directly proportional.²²

There exists a number of standards in liberal theory. These standards are enough to every one of its variations, running from optimism to neoliberals. The beginning stage is not the same as the practical theory, on the grounds that there are many players in the

²¹ Smith, N. C. (2003). Corporate social responsibility: whether or how?. *California management review*, 45(4), 52-76.

²²Smith, S., & Baylis, J. (Eds.). (2001). *The globalization of world politics: an introduction to international relations*. Oxford University

field is emphasized. In this regard, the state is recognized as the primary actor, but not the only player on the ground. A nation's conduct in international affairs is depended on its internal governing rules and regulations. In this day and age significance of universal establishments for saving harmony is particularly stressed because of their mind boggling association²³.

There is a more profound thought of the significance of data and communication innovations for worldwide relations, particularly inside the idea of intricate interdependency advanced by Joseph Nye and Robert Keohane. Joseph Nye puts more emphasis on the fact that delicate force turns out to be more significant in the computerized age than any time in recent memory because of advancement of a large number worldwide communication channels that effectively cross state borders²⁴.

It is clear for the pragmatists that the IT insurgency carried an extraordinary capacity to the non-state actors of global interactions, permitting global financial and governmental themes to effectively cross national borders and interfere with nation's power. Because of present day advances, universal communication is turning into an issue of many players which disparage previous selectiveness of communication amongst states. It is important to underline that delicate intensity of global topics of worldwide interactions combine with worldwide data and therefore innovations in the field of communications are not uniquely used to bring about constructive angles. For instance, freedom of expression, common collaboration as well as ensuring harmony yet additionally, promulgation, distortion, psychological warfare, transnational wrongdoing and other negative marvels in the global legislative issues.

²³ Nye, J. S. (2008). *Understanding international conflicts* (pp. 58-63). New York, NY: Longman.

²⁴ Nye Jr, J. S. (2004). *Soft power: The means to success in world politics*. Public affairs.

Practically all creators who bolster the universal theory of relations concur to the fact that data transformation has led to first hand (digital) dangers as well as difficulties to the nation that is the greatest actor in worldwide interactions. This is therefore the reason why hypothetical contemplations of state job in advanced age are significant. They endeavor to discover satisfactory reactions to digital dangers that imperil the nation's safety which end up lessening its sway²⁵.

In addition, it is important to make reference to the theory of universal relations with regards to hypothetical comprehension of the effect of data and communication innovations on the world legislative issues. This theory doesn't have a place with the all-inclusive speculations like authenticity and radicalism, nor does it have such a great amount of impact inside the study of worldwide relations. Be that as it may, it breaks down, strikingly, the significance of data advances in relations between the actors of worldwide governmental issues, searching for the reasons that leads states and other different performers carry on in a clear manner. The theory of universal relations by and large was initiated by the fact that the globe is socially constructed, people through communication develop general public where they stay, along with governmental globe with conduct regulations.

Along these lines, constructivist's school of thought takes into account that data and correspondence innovations are significant methods for development and translation of the real world. Creators, for instance, Murray Edelman investigate the impacts of this factor on forming authenticity through utilizing /abusing governmental images which control general society. Furthermore, the way constructivists interpret the virtual world language is very captivating since it is simply the language of genuine world, the same

²⁵ Norris, P., & Inglehart, R. (2009). *Cosmopolitan communications: Cultural diversity in a globalized world*. Cambridge University Press 174

way it has effect on worldwide interactions and universal safety. Words like ‘‘bug’’, ‘‘firewall’’, and ‘‘infections’’ didn’t translate anymore and are a piece of the jargon of both PC specialists as well as global pioneers²⁶.

The means through which computerized stage of development impact making of worldwide activities of the government is a major concern with which is being comprehended and responded to by constructivists. Notwithstanding the importance of global correspondence, assistant order as well as indispensable piece of generally speaking universal interactions, the theory is starting to investigate the issue. This is particularly by means of testing the information technology unrest. Regardless, the impact of current communication innovations on the fundamental actors of global governmental issues is undoubted and must be the subject of hypothetical examination.

Realism

Authenticity proposes that all persons in positions of leaderships are induced to take up government positions. Nevertheless, they perceive this as they endeavor to control their states issues so as to get by in a serious climate. At long last, states remain in a setting of disorder-that is, without each individual being in control globally²⁷.

States develop up naval force for their own insurance, which may prompt a security predicament. As per pragmatists, the basic goal of every single country is to advance their public advantages. They furthermore contend that financial aspects is less applicable to public security than naval force would perhaps which is just crucial as an aptitude of gaining nationwide power and esteem. Pragmatists likewise expect that mankind is presently not characteristically altruistic anyway on the other hand

²⁶ Littlejohn, S. W., & Foss, K. A. (2009). *Encyclopedia of communication theory* (Vol. 1). Sage.

²⁷ Antunes S. and Camis o I.(2018):Introducing-realism-in-international-relations-theory

conceited and serious. This viewpoint argues that humankind is self-centered, not generally self-centered and conflictual except if essentials are in place for which individuals may also coexist. This argument is advanced by theoretician like Thomas Hobbes. In addition, the idea of an individual being anarchical is superfluous. Concerning personal responsibility, these individuals are assertive, frightful and influenced while searching for extra authority.

The use of information communication technology is strengthening both for non-public use and personal businesses. Increased participation especially on social internet sites is by one way or the other amplifying the success of public diplomacy. People's diplomacy involves government interacting with its citizens on internet sites, for instance: Facebook, twitter, Instagram, YouTube and other blogs. It is important that Embassies and Consulates commit interest to the digitalization of its verbal exchange practices, due to its open and instantaneous character. This enhances diplomatic engagements of states. Embassies and Consulates are representing the hobbies of the home United States of America in the host countries. Therefore, badly performed public diplomacy can backfire immensely and affect the members of the family of the two countries. States are assumed to have an instinctive desire for strength and desire to dominate others, and that the possibility of eradicating the want for strength is a utopian aspiration. States interaction via their agents, which are basically diplomatic Missions and Consulates, can extend dominance the use of Information Communication Technology tools. This includes Facebook, twitter and YouTube amongst others. Therefore, States are sovereign and their choice making has no external influence. States achieve and act on correct information for selection making. Information Communication Technology gives a platform for statistics gathering and this influences their conduct of worldwide relations.

1.5.2 Empirical Literature

Information communication technology is considered to be contrivance in drawing activities of legislative establishments as well as gatherings in order to convey elite administrations explicitly in the demeanor of global relations in a more resident driven and savvy way. Likewise, ICT can be a top notch device to further receptiveness, comprehensiveness and flexibleness of public administrations and broadened productivity. ICT has a significant impact in advancing financial development and lessening neediness. An overview of firms completed in 56 agricultural nations infers that organizations that utilize ICT increase their market share altogether than those that do not use it. This report uncovered that ICTS can be utilized to build the profitability, lessen pointless expenses and increase upper hands in enterprises, which non-industrial nations can exploit. The use of science can prompt financial superiorities had not the slightest bit been that simpler. In the indistinguishable vena, ICT is previously mentioned to be contributing towards two (2) important parts which are foundations in demonstrating worldwide connections particularly place and time by methods for clearing a path towards the solidification of age and are in cosmopolitan connections. For instance, the demise of Osama bin Laden that happened in May 2011, the news spread instantaneously all over the globe²⁸

An examination by Ogunsola (2005) uncovered that states have come to acknowledge that ICT can assume a vital function in socio-practical progressions. Different nations, specifically the created and agricultural countries are starting methodologies and plans to change their economies into data and information economy. On the side of this contention, Beatty (2008) show that, the ICT applications and utilization has risen as

²⁸ Antunes S. and Camisao I (2018): Introducing-realism-in-international-relations-theory

an everyday worldwide wonder. The instructive constituent is capital in making international strategy important and sensible. ICT, for strategy can deliver affordable compensation by creating pay to the general public²⁹. For instance, public exchange and investment officers who can offer excellent services for both inside and outside customers. In the conduct of international relations, there are useful instruments that can be used in diplomatic engagements but are left out of use. Such instruments include tools that are diagrammatically based on ICT including internet, Television, Radio, Computers, Internet Portals, newsgroups and online conferencing³⁰.

He introduced that, through use of the Internet, diplomats can execute some of the functions of the Embassies and consulates online without necessarily travelling to meet the clients physically. The availability of online consular and administrative services makes it quicker to provide services like granting of visas among others. This is because the application forms and the requirements can be downloaded online. In this regard therefore, Internet could be explained to be as a beneficial as well as fundamental and fundamental instrument in providing consular as well as administrative duties.

The republic of Kenya is at the fore front in terms of ICT usage since different segments of the economy both public and private sectors has adopted ICT enabled services. In order to facilitate the use of ICT, Kenya reviewed its National ICT Policy in 2019 to take modern measures in advancing emerging technological innovation for growth of the sector³¹. The Policy aims to see Kenya as a globally competitive knowledge-based economy. The information uprising and the splendid rise in terms of knowledge disclosure have led to a firsthand epoch of understanding as well as evidence that

²⁹ Smith. N.C (2003). Corporate Social Responsibility: whether or how?. *California management review*, 45(4),52.76

³⁰ Baluah,2012

³¹ <http://www.ict.go.ke/government-reviewing-ict-policy/>

positively grows global as well as national economy, social, cultural and political activities.

1.5.3 Gaps in the Literature

The ICT has been advancing over the years. Consequently, the extent to which states can make use of the ICT has also been expanding for them to meet their Foreign Policy objectives. Virtual diplomacy is a region that has not obtained a lot interest and which states are lately adopting the use of, to project, promote and protect their interests. This has been due to a number of states eliminating their diplomatic representations including embassies, consulates among other overseas representations. For instance, the Philippines authorities ended the work of its diplomatic missions in various countries including Frankfurt, Dublin Koror and Caracas. Virtual diplomacy can be clearly demonstrated by the virtual embassy of the United States of America to Tehran, Iran. This is a classic example of information communication technology replacing some features of normal diplomacy. The virtual Embassy is an internet site established through US state department. This development came after the shutting down of the United States embassy in Tehran.

1.6 Hypotheses of the Research

1. Information Communication Technology has changed the conduct of international relations among states
2. Information Communication Technology is not fully effective in the conduct of international relations among states
3. Information Communication Technology has increased engagements in conducting international relations among states.

1.7 Justification of the study

The importance of the research was that it centered on Information Communication Technology; the use of social media as a device for conducting international relations among states and Kenya in particular. In addition, the uptake of information verbal exchange in Kenya is speedy growing, and therefore the study is crucial in enlightening on the new users of ICT for conduct of international relations which includes digital diplomacy. The completion of the study will advance knowledge by understanding more on how the information communication technology impacts the conduct of international relations among states and Kenya in particular. It will eventually be realized that Information Communication Technology via social media is a device correctly used by means of diplomats in the conduct of global relations.

1.8 Theoretical framework

Theory is a paradigm that assists academicians in deciding on and deciphering facts. In this feel, this study will undertake the Actor-Network Theory (ANT). This theory will be used to expound the framework of analysis. The actor network theory is an outline and an orderly means that will assist in reflecting on the arrangements that surrounds accomplishments in the world of technology. The framework was first developed by theoretician Latour and Callon in order to understand means through which inventions in the field of technology and technical know-how can be created. The framework can be compared with ‘heroic’ bills of technical advancements. It is a sociological and is sophisticated from different community theories in that an actor-network consists of no longer simply people, however substances and administrations. In this respect therefore, the two can be called actors or actants. The actor network principle’s belief is the impression of heterogeneous system. Specifically, a system that has numerous distinctive features. Each of these corresponding systems encompass both social and

practical parts. In addition, the social and practical parts are inseparable and are dealt-with together as far as ANT is concerned.

The Actor network concept is a phenomenon of networked objects and businesses such that doing away with one item from the network, the order starts to wreck down. It claims that all actors whether objects or groups are equally vital in the network as far as social system is concerned. Intrinsically, communal order is an impact triggered through even administration of the actor system. The Information Communication Technology is a community of interconnectedness gamers in the diplomatic field. All gamers are important. Therefore, Actor-Network Theory (ANT) will be used for this investigation since it recognizes and admits the important human and non-human actors inside organization as well as consequences that might occur. The actor Network concept is essential considering that it investigates issues of Information Communication Technology on conduct of global relations and comprises scholars and bureaucratic in advancing desires and insurance policies and how those interactions shapes relations between and among states. To this end, technology and society are inseparable due to the fact if it is separated it invalidates the approach.

1.9 Research Methodology

This study will employ both exploratory and descriptive designs where the use of exploratory design was appropriate to establish the status of Information Communication Technology in Kenya and how it affects conduct of international relations in Kenya, while descriptive research will be used to determine the frequencies and at the same time it gives us a visual on how things are.

1.9.1 Research Design

This study will look at in depth development of Information Communication Technology in Kenya and how it has affected conduct of international relations in Kenya. This study will use both exploratory and descriptive research design where the use of exploratory design will be appropriate to establish the status of Information Communication Technology in Kenya, while descriptive research will be used to determine the frequencies and at the same time it gives us a visual on how things are.

1.9.2 Research Site

Research site for this study will primarily focus on the Ministry of Foreign Affairs as an institution. This is preferred because it is the institution of the government that deals with conducting of international relations with other countries.

1.9.3 Target Population

The research target total population of 800 staff, of all cadres from junior to senior levels who will be administered the questionnaires. They will give vital information regarding their experience at the Ministry in terms of conducting of international relations through use of Information Communication Technology.

1.9.4 Research Sample Size

This study will be based on sampling method whereby the researcher will get the exact sample size for the research. The study will employ stratified sampling method to identify a design that will embody the whole population. The technique considered an equal chance of all the targeted respondents had same likelihood of being picked. From the population the research employed simple random sampling to identify a 10% sample according to Cooper and Scindlern (2003) which that 10% in high population

is sufficient for a sample. According to Mugenda and Mugenda (1999), the technique of random sampling frequently minimizes the sampling error in the population. Eventually, this would increase the accuracy for approximate method that is going to be used.

1.9.5 Data Collection

Facts compendium has been outlined³² as the assembly of experiential grounds in order to gain new insights on a particular situation and reply queries relating to the research. The study testament employs both primary and secondary facts compendium techniques. The principal adjustment testament will accommodate individual questionnaires. On the other hand, secondary facts testament will be sourced from writings such as journals, dissertations, periodicals and government reports. The secondary origin aids the researcher grows the range of the study which is significant in enlarging the scope of induction and providing additional perceptions. The secondary facts supplies perceptions in appreciating the setting in which ICT revolutionized demeanor of international relationships in Kenya.

1.9.6 Data Analysis

In this study, data analysis will be done through carrying out some calculations and assessments to obtain pertinent meaning from the facts. In order to reach conclusion, the analysis of the facts will pass through some steps. The collected facts that are simple are ordered with ease unlike those which are complex for the purposes of analysis. The researcher will concentrate on qualitative processing of the data, while ensuring completeness and consistency of the collected data.

³² Flick, 2009.

1.9.7 Data Presentation

The information that will be gathered will be introduced through pictorial portrayal by utilizing diagrams, outlines, maps and different strategies. This strategy adds visual perspectives to information making it more agreeable and straightforward.

1.9.8 Ethical considerations

Prior to initiation of the research, assent will be sought for data collection through the University of Nairobi. The assent empowers to undertake the research in the ministry of information Kenya. Data gathered from the respondents will be utilized for academic purposes only and won't be shared or circulated without assent of the ministry. For respondents who will demand to stay mysterious, the interview schedule will offer the alternative, with the secrecy of the respondents being a crucial consideration.

1.9.9 Chapter Summary

Chapter one profiles the outline and the research problem statement, research objectives, research queries, reason of the problem, literature analysis as well as the methodology. Chapter two converses about the nexus between the Information Communication Technology and international relations. Chapter three converses about how the information communication technology impacts the conduct of international relations among states. Chapter four discusses about the findings of the research. Chapter five summarizes how the information communication technology impacts the conduct of international relations among states, it also gives recommendations and conclusion of the research topic.

CHAPTER TWO
INFORMATION COMMUNICATION TECHNOLOGY AND
INTERNATIONAL RELATIONS: AN OVERVIEW

2.1 relationship between information communication technology and international relations

Information technology is important in all developing countries of the world (also called globalization) whereby worldwide and neighborhood issues and interests are associated and overseen³³. Bollier³⁴ takes note of that as the speed of information technology increments and the sorts of freely accessible information technology differentiate, the very engineering of global relations is evolving drastically. State and sub-state authorities from various nations cooperate to impart information technology to one another, create blended rules and best practices, and lessen grating related with globalization³⁵.

Moreover, Deakin is of the view that an expanding stream of information technology between nations takes out the vulnerabilities about one another's goals and increments transparency, reducing shared doubt, just like the danger of misunderstanding. As per Webster, information technology streams are an essential of a globalized economy, especially those monetary and administration systems which integrate and uphold scattered exercises³⁶.

³³ Webster, F. (2006). *The Information Society Theories*

³⁴ Bollier, D. (2003). *The Rise of Netpolitik: How the Internet Is Changing International Politics and Diplomacy*. A Report of the Annual Aspen Institute Roundtable on Information Technology (11th, Aspen, Colorado, August 1-4, 2002).

³⁵ Bach, D., & Newman, A. L. (2010). Transgovernmental networks and domestic policy convergence: Evidence from insider trading regulation. *International Organization*, 505-528.

³⁶ Webster, F. (2006). *The Information Society Theories*

Countries around the world are creating system knowledge gathering capacities in an endeavor to increase special knowledge, particularly for military information technology³⁷. The use of excellent data technology upgrades authority and deadlines, mobility, order, control, compatibility of powers as well as accurate utilization of powers. At the point when hostile information technology tasks are utilized by public and government elements (state entertainers) against different nations, be they state or non-state focuses on, the recognition and protective activities can be mind boggling and encroach on frequently touchy worldwide relations. Simmons³⁸ emphasizes that information era has additionally provided administrations with various potential approaches to debilitate their adversaries. Russia can utilize popular government against vote based systems and the opportunity of information technology to infuse disinformation into different objective gatherings under the name of the right to speak freely of discourse³⁹. Information technology fighting hazy spots the outskirts among harmony and war and among certainty and fiction. Information technology fighting and purposeful publicity has the ability to impact entire nations and collusions lacking armed association. In this perspective therefore, it is recognized as an amazing asset for international relations.

Inconsistent admittance for data technology strengthens governmental and social predominance of the North. By way of admitting ICT items, the "information technology powers" overwhelm data technology in immature countries. In this manner, it compromises their financial security. Most of social orders face a genuine danger from the inconsistent admittance to current information technology and current

³⁷ Hearn, K., Williams, P. A., & Mahncke, R. J. (2010). International relations and cyber-attacks: Official and unofficial discourse.

³⁸ Simmons, B. A. (2011). International studies in the global information age. *International Studies Quarterly*, 55(3), 589-599.

³⁹ Čížik, T., Schmidt-Felzmann, A., Gvineria, S., Šukytė, D., & Pashkov, M. (2017). Information Warfare; New Security Challenge for Europe. *Bratislava: CENAA*.

information and this prompts inconsistent turn of events and trade in worldwide exchange, augmenting the advancement holes in comparing those who are technologically rich and those who are technologically poor inside nations and districts⁴⁰.

Kalathil⁴¹ features that the information technology insurgency has made a multicenter, divided world, in which the idea of sway has withdrawn for a territorial, neo-middle age arrangement of covering locales and loyalties. Information technology moves by way of media have led to the damage of administrations interdependency; correspondence drives the formation of gatherings where cultural interests are enunciated on a trans-public instead of on a public premise. Westcott further calls attention to that the crowd now for any open information technology is consistently worldwide; and Diasporas, just as unfamiliar services, are equipped for making aggregate political move at a worldwide level. To globalization and the information technology time permitted information technology fighting to increase new measurement, and states, alliances and unions turned out to be more interconnected and reliant and accordingly it is simpler to impact many nations. The activities of one state is highly certain to impact dynamics as well as other nations' activities⁴².

⁴⁰ Sawyer, S. (2004). *Crude chronicles: Indigenous politics, multinational oil, and neoliberalism in Ecuador*. Duke University Press

⁴¹ Kalathil, S. (2002). Chinese media and the information revolution. *Harvard Asia Quarterly*, 6(1), 27-30.

⁴² Čížik, T., Schmidt-Felzmann, A., Gvineria, S., Šukytė, D., & Pashkov, M. (2017). Information Warfare; New Security Challenge for Europe. *Bratislava: CENAA*.

2.2. The power of the internet in international relations

Internet as well as other data technology innovations are not, at this point a fringe power in the direct of world issues, however, a ground-breaking motor for change⁴³. The vital essentialness of the web can be seen through which it is a viable device that traverses through international boundaries conveying information technology around the world, and impacts worldwide and local undertakings. It is hypothesized that the capacity of signs to traverse global systems and influence frameworks in removed nation's clashes with the longstanding standard of public, regional sway. To⁴⁴ the web interplanetary is a broadcast situation which includes the 'global phase' of legislative issues. It also gives space where worldwide interactions are conducted, hence, the manners in which that worldwide interactions are conducted is through information technology fighting.

The web intensity for the objective of molding universal interactions is advanced by those who opine that it represents and verbalizes universal interactions , formally and informally. In addition, the web, including organized data technology advances, impact the worldwide legislative issues, not forgetting democratization as well as psychological warfare⁴⁵. There has been concerns by some veto powers, notably the People's Republic of China and Russia that technology could undermine the political authenticity of countries⁴⁶. In addition, a few researchers recommend that technology inventions can top up to the advancements of new types of social associations, alongside firsthand types of contention.

⁴³ Bollier, D. (2003). *The Rise of Netpolitik: How the Internet Is Changing International Politics and Diplomacy*. A Report of the Annual Aspen Institute Roundtable on Information Technology (11th, Aspen, Colorado, August 1-4, 2002).

⁴⁴ Hearn, K., Williams, P. A., & Mahncke, R. J. (2010). *International relations and cyber-attacks: Official and unofficial discourse*.

⁴⁵ Seib, P. (2008). *The Al Jazeera effect: How the new global media are reshaping world politics*. Potomac Books, Inc..

⁴⁶ Sasore, A. (2016). *The 2015 United States-China Cyber Security Agreement and Its Impact on International Cyber Conduct*. Webster University.

Getting into a data technology and its conveyance at a worldwide scale has been simple and in turn influenced its discretion. According to Madeleine Albright , “the huge quantities of information technology frameworks make tact a lot harder to continue, in light of the fact that the information technology comes in quick and there is need to settle on choices a lot quicker than you may under past conditions". The fact that firsthand advancements encourages quick conveyance of thoughts, there can be desirable and undesirable outcomes. Simplicity in controlling information technology sources and the danger of viral scattering without confirmation can engender falsehood⁴⁷. The coming of the Internet has opened new chances of essentially boundless control with information technology: ordinarily alluded to as publicity".

Numerous choices depend on deficient information technology and taken under time tension, for model, financial approvals may transform an idle clash into an emergency. ICTs can consolidate overall information technology and information for advancing widespread great and tending to normal worries of future worldwide society. Advances, for example, messages, virtual and internet conferencing at universal dealings additionally make it feasible for appointments to convey progressively at home through technology about legitimate positions. It can also be about guidance on figuring reactions to unforeseen concerns, and receptive strategy. Its utilization devices have become the standard at global exchanges, encouraging rapid correspondence and more exhaustive information technology social occasion and investigation⁴⁸.

Westcott affirms that the web has assumed a significant job in making everything fair over the globe, empowering anybody, anyplace, to approach a similar information

⁴⁷ Puri, H. S. (2016). *Perilous interventions: the Security Council and the politics of chaos*. Harper Collins.

⁴⁸ Singh, A., Bhatnagar, M. R., & Mallik, R. K. (2016). Secrecy outage of a simultaneous wireless information and power transfer cognitive radio system. *IEEE Wireless Communications Letters*, 5(3), 288-291.

technology, to associate with and work directly together with one another. The universal progression of information technology has developed at an uncommonly quick rate, along these lines soaking the abilities of nations in screening intently the kind of data technology that enters and leaves its region⁴⁹. This takes into account the investment of gatherings without involving administration to have an impact at informal unfamiliar interactions.

Previously, forces which were syndicate of country nation cooperation in global governmental issues, authority over global correspondences including validity as wellsprings of precise data technology are presently practiced by a lot more extensive cluster of players. The web can likewise encourage the spread and take-up of radical philosophies; the alleged Arab countries utilizes internet sites to select individuals all over the world⁵⁰.

2.3 The usage of ICT in international engagements

Nations are utilizing ICTs and information technology to facilitate their inclinations. The web speaks to a space in which universal relations are challenged as far as digital assaults and information technology fighting. Nations oftentimes use digital innovation to lead detached information technology social event and hostile procedure on different states. In global relations, even little or financially less created nations may utilize the internet to dispense damage to greater and monetarily more created nations⁵¹. From time to time, it is announced, particularly through the western media that the republic of North Korea ended menial assaults on South Korea and thusly, the connection

⁴⁹ Eriksson, J., & Giacomello, G. (2006). The information revolution, security, and international relations :(IR) relevant theory? *International political science review*, 27(3), 221-244.

⁵⁰ Cox, R. W. (Ed.). (2016). *the new realism: Perspectives on multilateralism and world order*. Springer.

⁵¹ Kshetri, N. (2014). Big information technology' s impact on privacy, security and consumer welfare. *Telecommunications Policy*, 38(11), 1134-1145.

between North Korea, what's more, worldwide network is partially exercised and imagined through the web. Additionally, web is being utilized for various plans. This is because of the blame put on the US for seconding web opportunity so as to intercede in the governmental issues of different nations while additionally serving to unite its digital authority.

Approximately, the government of the US fails to account for \$300 Billion each year, because of modern as well as financial surveillance led online and about 122 other nations direct such secret activities. The US puts the blame on China of bargaining data technology frameworks having a place with the United States or United States substances. The army of the people's republic of China is liable for most exploitation of computer systems of the US. A portion of the exploitation is ordinary governmental army surveillance which the US is known for. Besides, a few nations and its martial sections are rumored to be bringing in money since surveillance is a source of private pay once business mystery is taken then offer them to organizations in return for money (Lewis 2015)⁵². The people's republic of china has been receiving genuine cyber-attacks from the US for the past decades. However, the two countries have been blaming each other over cyber bullying each, attacks which are very grave.

Few nations utilize its own army including other sections to exploit computer systems and frameworks for different nations to acquire exclusive licensed innovation which can assist boost or drive towards economic hegemony in the region. For instance, the army of china exploited the firms PC frameworks of a few US organizations obtaining exclusive scholarly stuff that potentially grew the economy of china⁵³. One of the media

⁵² Lewis, D., D'Angelo, A., & Clarke, L. (2015). Industrial relations and the management of whistle blowing after the Francis report: what can be learned from the evidence? *Industrial Relations Journal*, 46(4), 312-327.

⁵³ Sasore, A. (2016). *The 2015 United States-China Cyber Security Agreement and Its Impact on International Cyber Conduct*. Webster University

firms, notably Washington post, proclaimed that programmers from china were accountable for exploiting technology frameworks of the US personnel management office in 2015 that came about in the arrival of individual data technology having a place with a large number of US state workers (Nakashima 2015). Another illustration is that of Britain exit from the European Union (Brexit). Boris Johnson, erroneously articulated that the UK extends financial support to Brussels amounting to £350m seven days can be taken to be off base data technology. This was hugely spread through internet sites. This articulation arguably formed one of the reasons the residents of the UK casted a ballot to leave the European Union. The Russian alliance is also taking advantage of Information technologies to impact dynamics on European undertakings in addition to utilizing components of crossover fighting to test NATO⁵⁴.

Information technology is being utilized by nations around the globe for various reasons. Russia distinguishes dangers, for example, the development of the utilization of information psychological impacts' by unfamiliar knowledge administrations focused on the destabilization of different locales of the globe, not forgetting Russia. The eve of the presidential proclamation in the Ukraine, the security details established an infection amongst the frameworks of the electoral body that was intended to bargain information gathered regarding consequences of the political race, uncovering. This uncovered the extent to which the Russian programmers were close to disrupting results of the election⁵⁵.

⁵⁴ Dixon, H., & Lythgoe, L. (2016). Six More Brexit Myths from the Eurosceptic Press. *The Guardian*.

⁵⁵ Maurer, T., & Janz, S. (2014). The Russia-Ukraine conflict: cyber and information warfare in a regional context. *ISN Security Watch*.

2.4 The Emergence of Information Warfare or Cyber-Attacks

Innovation has changed the idea of fighting from noticeable enormous scope of military activity and viciousness to unobtrusive, undetectable yet definitive capacities for devastating the foe's information technology condition in a conflicting circumstance. Utilization of data technology in conflict-like design is featured⁵⁶ during 1996, when the USA openly proclaimed data technology prevalence through the US Joint vision 2010 by means of being major empowering component in the 21st decade fighting. Moreover, from the time Crimea was formally annexed as 84th federal subjects of Russia in the year 2014, the universal network encounters gigantic utilization of information technology fighting in foreign relations and instructive fighting has been the greatest testing subject. Therefore, there is a probability for data technology fighting which is tremendous as well as worrying to every country and public safety protection⁵⁷.

Quicker and effectively available information technology inside worldwide media had set off the information technology conflicts between nations that had altered force governmental issues. Data technology fighting turned out to be extremely perilous device in foreign relations that has capability to meet ones governmental and martial objectives deprived of taking military into unfamiliar nations or with no critical ventures into hard force military abilities⁵⁸.

On a worldwide level, information technology fighting is utilized to make real factors, to sabotage resident's belief to governmental leaders and majority rule establishments, to subvert states' belief to one another, to make confusion as well as summoning dread

⁵⁶ Dixon, H., & Lythgoe, L. (2016). Six More Brexit Myths from the Eurosceptic Press. *The Guardian*.

⁵⁷ Hearn, K., Williams, P. A., & Mahncke, R. J. (2010). International relations and cyber-attacks: Official and unofficial discourse.

⁵⁸ Čížik, T., Schmidt-Felzmann, A., Gvineria, S., Šukytė, D., & Pashkov, M. (2017). Information Warfare; New Security Challenge for Europe. *Bratislava: CENAA*.

amid residents. The common nature of the internet is progressively turning out to be related with war-like terms, for example, "assault," "hostile," "guarded," "knowledge," and "tasks." In this condition, unlawful exercises go past conventional military players, and battle related activities can be done by regular citizen and state entertainers with progressively progressed implies and odious aim. It is much of the time definite through the western media that the republic of North Korea ended menial assaults on South Korea and accordingly, the connection between North Korea and the worldwide network is to a limited extent played out and imagined on the web.

The USA is also accepted to be creating plans for digital fighting assaults. The information technology and system battle, counting it's outrageous structures, for example, information technology mental fighting and net wars, implies that nation, notably Russia, practices in accomplishing its objectives in universal, local and household legislative issues and likewise to increase an international bit of leeway ⁵⁹. Chinese digital undercover work is a significant worldwide issue to extend that Chinese specialists have clarified their thinking of the web as key space, since it assists auditing the awkwardness in China and all over the globe. All countries on the essence of the planet consistently direct knowledge tasks in all areas, yet China's specific specialty in digital has been robbery and protected innovation. The republic of North Korea is regularly announced in the internet as ready with PC programmers to dispatch digital assaults to different nations, for example, the US and its neighbor South Korea. Ukrainian leader's office and a few government offices which are not in Ukraine were contaminated by pernicious programming known as Snake equipped for separating touchy information technology. While the administrators of the Snake malware were

⁵⁹ Darczewska, J. (2014). *The anatomy of Russian information warfare. The Crimean operation, a case study*. Ośrodek Studiów Wschodnich im. Marka Karpia.

situated in a similar time region like Moscow. In addition, content of Russia was discovered in the snake malware, this proved that it came from Russia which was incidental. In 2003, a security break made various holes of touchy information technology from U.S. Division of Defense PCs, which happened over a while. The Department has recognized that most of such episodes by and large referred by means of "Titan Rain" were coordinated through China in the name of technique for digital reconnaissance. The US Department of Defence conceded that it endured one of its most noticeably awful digital undercover work spills in March 2011, when unfamiliar programmers accessed more than 24,000 Pentagon records⁶⁰.

2.5 Results of Cyber-assaults and Information Security Breaches

There are various results of digital assaults or information technology wars which can't be completely depleted herein examination. The United Nations Group of Governmental Experts' Code of Conduct recommended to nations that they need to avoid utilizing information technology and advances, including systems, to do threatening exercises or demonstrations of hostility, present dangers to global harmony and security or multiply information technology weapons or related advances". Digital assaults or security breaks uncover security shortcomings in information technology security insurance plan of nations and furthermore puts residents in danger of threatening unfamiliar governments. Furthermore, digital assaults can possibly harm economies of nations which are assaulted. The NATO states authoritatively pronounced that digital assaults can arrive at a limit that compromises public, Euro-Atlantic success, safety and dependability.

⁶⁰ Bumiller, E., & Shanker, T. (2011). War evolves with drones, some tiny as bugs. *The New York Times*, 19.

The republic of Estonia, nation that is profoundly mechanical, had been hard pressed to a point of collapse as a result of progression of assaults back in 2007 which originated from Russia that extraordinarily upset Estonia's financial frameworks. Private information technology, when disclosed, has a significantly rapid effect that will in turn directly affect world issues. Data technology breaks prompts lasting harm to nations which are notorious, debilitating own ethical expert on the planet and fuelling assaults and wars⁶¹.

⁶¹ Khumalo, N. B., & Baloyi, M. (2018). The Importance of Information in International Relations. *Library Philosophy and Practice*, 1.

CHAPTER THREE

**IMPACT OF INFORMATION TECHNOLOGY ON CONDUCT OF
INTERNATIONAL RELATIONS**

3.0 Introduction

The part elaborates the analysis and findings as described from the chapter methodology. The results are offered based on how information communication technology impacts the conduct of international relations, case study of Kenya.

3.1 Response Rate

The investigation attained 80 respondents (representatives from office of Foreign Affairs, Kenya) in gathering information. As per Wimmer and Dominick (2006), a reaction pace of 60% or more is adequate for self-controlled polls. It ensures precision and limits predisposition, in this respect and out of this examination, the reaction pace of 60% was achieved since this needed a minimum of 50 respondents. This restored the survey which added to 62.5% reaction rate. Therefore, information gathered is steady with the populace and can be depended on for fair outcomes.

3.2 Demographic Profile of the Respondents

This section covers the general characteristics about the respondents who took part in the research. The background information sought from the Ministry of Foreign Affairs, Kenya employees was gender, age group and, designation of the employees.

3.2.1 Gender

In table 3.1, the findings found that the male gender was fifty four percent (54.2%) and the female gender forty six percent (45.8%). This shows that female and male genders were well represented and the difference does not affect the findings of this study. It also meets the constitution of Kenya gender rule of two thirds in employment hence satisfactory for the study.

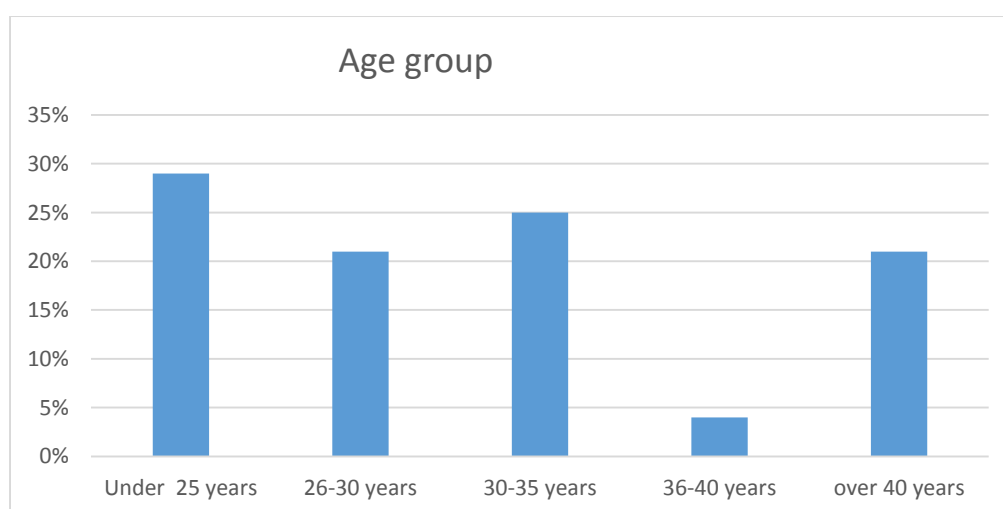
Table 3. 1 Composition by Sex

Sex/Gender	Frequency (n)	Percentage (%)
Male	43	54.2%
Female	37	45.8%
Total	80	100%

Source: (Field data,2020)

3.2.2 Respondents age group

This examination pursued to determine the number of years for each respondents and therefore requested the respondents to indicate their age groups. From figure 4.1 the study established that twenty nine percent (29%) of respondents were aged below 25 years, Twenty one percent (21%) of respondents were aged between 26-30 years, twenty five (25%) of respondents were aged between 30-35 years, out of the total respondents, four percent, 4%, had between 36 and 40 years, and twenty one percent (21%) were aged over 40 years. This implies all age groups of respondents were distributed evenly.

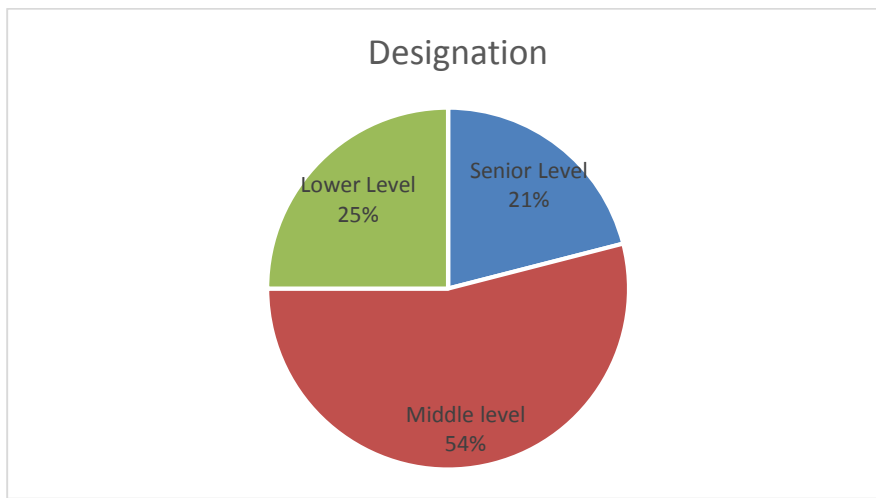


Source: (Field data, 2020)

Figure 3.1: Age group

3.2.3 Designation in the Organization

From figure 3.2 staff had been told to show their designation in the organization they are working. Twenty one percent (21%) of the respondents were working in the lower level cadre, fifty four percent (54%) of respondents were working in the middle level cadre and twenty five percent (25%) of employees were working in senior level cadre of the Ministry.



Source: (Field data, 2020)

Figure 3.2: Designation in the organization

3.2.4 Duration of working at the office of foreign Affairs, Kenya

Respondents indicated the duration of time they have worked in the Ministry of Foreign Affairs, Kenya. Most respondents indicated that they have worked between 3-5 years being seventy five percent of the population.

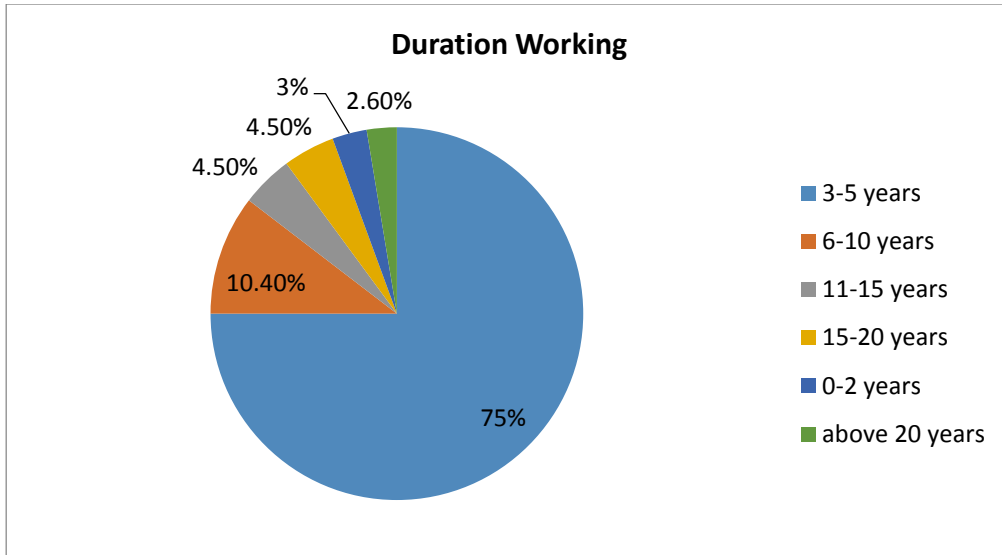


Figure 3.3 Duration of working at the Ministry

3.2.5 Commonly Used Social Media Sites

Respondents indicated the social media sites used by the Ministry in conducting international relations. Thirty two (32) of the respondents said Facebook and majority of forty one (41) respondents indicated twitter. Other sites used are linked in and personal emails.

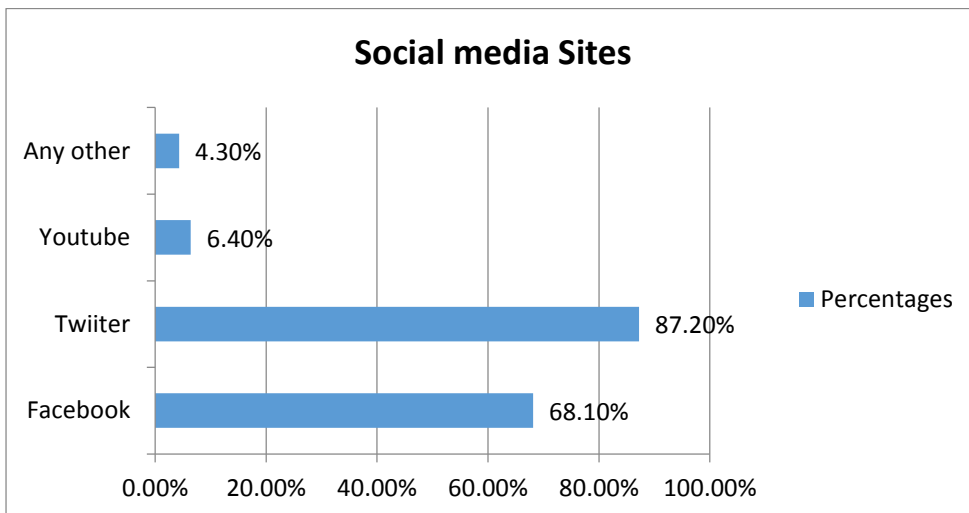


Figure 3.4 Social Media Sites

3.2.6 Effectiveness of ICT in the conduct of International Relations

Majority of respondents indicated that social media was effective in the conduct of international relations. Ninety three point four (93.4) percent of respondents agreed that ICT was effective in conduct of international relations.

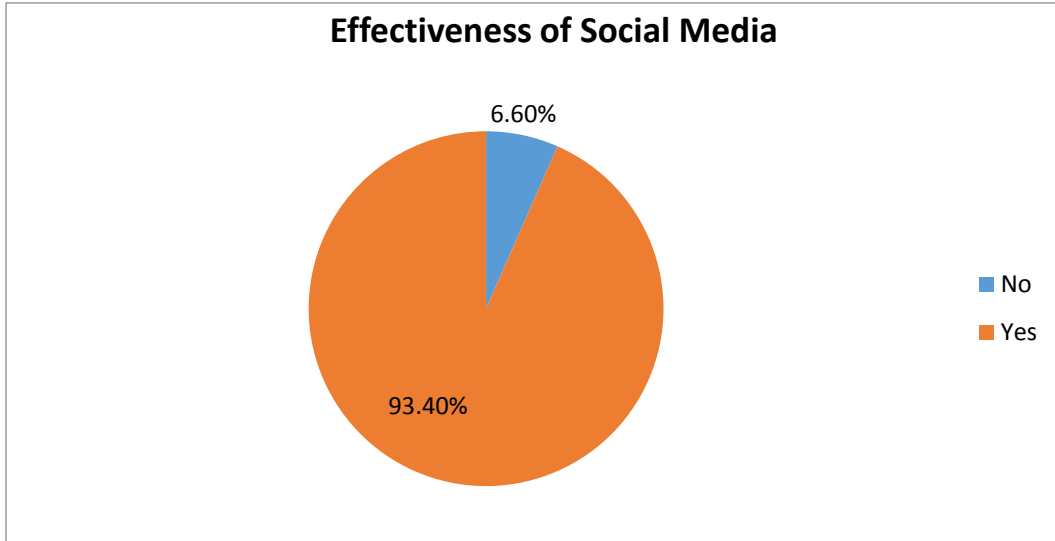


Figure 3.5: Effectiveness of Social Media

3.3 Study Findings

3.3.1 Information Communication Technology Has Modified How States

Conduct International Relations

In table 3.2, the respondents, responded the extent they opine on how the Information Communication Technology has changed the conduct of international relations among states. The level of responses for each indicator was rated using a Likert scale

Table 3.2 : Responses on Information Communication Technology have changed the conduct of international relations

Statement	Toughly disagree	Disagree	Neutral	Agree	Toughly agree
Information technology use in the ministry has improved relations between states	1	5	6	43	25

Table 3.2, majority of forty three (43) respondents ‘agreed’ that Information technology use in the ministry has improved relations between states and hence form a consensus. Respondents were further probed on which type of social media platform the ministry used and its frequency. Most respondents cited face book, twitter and email as the main tools used. Majority of the respondent’s responses agreed that Information Communication Technologies have changed the conduct of international relations positively. Findings imply that responses were clustered closely to agree. Responses of the Respondents near Likert scale of agree indicated positive relationship between information technology and conduct of international relations.

3.3.2 Information Communication Technology is not fully effective in the conduct of international relations among states

In table 3.3, it shows the responses of respondents on whether the Information Communication Technologies are being fully effective in the conduct of international relations among states. The level of responses for each indicator was rated using a Likert scale

Table 3.3 : Responses on Information Communication Technology is not fully effective in the conduct of international relations among states

Statement	Toughly disagree	Disagree	Neutral	Agree	Toughly agree
ICT is effective for conduct of international relations	0	0	4	40	36

Table 3.3, majority of forty (40) respondents, agreed that internet use has enhanced conduct of international relations among states. Respondents were further probed on the general effectiveness of ICT and majority agreed that ICT is the backbone of Kenya international relations citing the use of ZOOM as the emerging technology used by staff to communicate with other states especially during the covid-19 pandemic.

Majority of the respondent’s responses agreed that there is effectiveness of ICT in the conduct of international relations. Findings imply that, the majority responses which were clustered closely to agree Responses near likert scale, there is a positive significant relationship between ICT and conduct of international relations.

3.3.3 Information Communication Technology has increased engagements in conducting international relations among states.

In table 3.4, shows the respondents’ responses on whether the Information Communication Technologies have increased engagements in conducting international relations among states. The level of responses for each indicator was rated using a Likert scale

Table 3.4 : Responses on Information Communication Technology have increased engagements in conducting international relations among states

Statement	Toughly disagree	Disagree	Neutral	Agree	Toughly agree
Kenya is more engaged now with other states because of ICT	2	2	11	39	26

In Table 3.4, majority of thirty nine (39) respondents ‘agreed’ that Kenya is more engaged now with other states because of ICT. Majority of the respondent’s responses agreed that Information Communication Technology have increased engagements in conducting international relations among states. Findings imply that responses were clustered closely to agree. The respondent’s responses therefore imply that there is a significant positive relationship between ICT and engagements in conducting international relations among states.

CHAPTER FOUR

RESEARCH FINDINGS

4.1 Target Groups in using social media sites in Conduct of International Relations

Respondents were asked about the users of ICT in the conduct of international relations, through social media platforms. Responses were varied and they cited users as fellow Kenyans who use this information to make their travel decisions. Foreigners with varied interests access social media for information. Diaspora, Diplomats Corps, Foreign Affairs Ministries around the world, others mentioned the youth and private interest groups, Public and international systems, Media, Government Institutions and citizens of different countries. International community, international organizations, media and governments, embassies and global international partners use social media. International and regional organizations also use Foreign Affairs Ministry social media for international relations.

4.2 Benefits Experienced in Using Ministry of Foreign Affairs' Social Media Platforms in Communication.

Respondents had many benefits and cited easy access to information by providing information and more awareness about what Foreign Affairs is all about. Engaging public on activities of ministries highlights the achievements of the ministry in the conduct of its mandate. Shaping opinion, influence and public & stakeholders support. It helps keep the public informed of the activities of the ministry and also helps promote foreign relations.

ICT enhances engagements by reaching a wide audience in an effective and cost effective manner. It reaches a wider audience faster. Information is shared and consumed instantly and on real time. Visibility of ministries work and enhancing

support from public. Awareness of the ministry's engagement with different governments and other MDA's. It enhances public diplomacy while making members of public informed on international affairs. Kenyans are made aware of how Kenya's foreign policy is put into practice. Spread of fake news is quickly countered. Providing information on what the Ministry is undertaking, generating information through feedback that can be analyzed to inform future policy directions. The messages shared through the social media platforms are up to date and reaches the larger public instantly. It has also enabled inform of activities that the intended masses would have not been aware. Kenya especially leveraged on social media for the successful campaign of UNSC.

4.3 Challenges Experienced in Using Ministry of Foreign Affairs' Social Media Platforms in Communications.

The respondents cited varied challenges. They mentioned that Foreign Affairs Ministry had many engagements and all cannot fit in social media. Another challenge of lack of timely replies on issues raised on social media impaired international relations. Some employees in the Foreign Affairs Ministry had limited understanding on use social media platforms. Lack of uniformity in messaging was also cited as a challenge. Respondents further cited security threats like cyber security threat, hacking of social media accounts and other technical challenges. Another problem is some information needs to be filtered correctly to avoid damage with other states.

Social media was reported to be shallow in communication as not always possible to engage with the public in an in-depth way. Social media was also mentioned as risky method as one may inadvertently expose state secrets. Social media may be viewed as informal way of communicating. Limited people can access, or have social media platforms to get updated on foreign affairs communications. Poor internet experienced

may hamper communications. Slow feedback and authenticity of the source of social media. Persons living with visual impairment might not get the message thus a challenge. Social media might be prone to cybercrimes, misinterpretation of facts and distortion of the intended message. Another challenge is that late information sharing in social media will delay decision making, also there is still a critical mass of the population that is not on board, that is, on social media, hence not reached raising the key question of digital divide and usage of Information technology in conducting international relations.

In case there is no internet, the use of these platforms becomes irrelevant. Sometimes people may react negatively by posting obscenities in the social media pages. Security of information is another challenge identified by respondents. Inadequately training on use of social media was also a problem. Lastly balancing confidentiality and relevance was mentioned as a challenge.

4.4 Measures Put in Place to Resolve Challenges

Training of employees on use of social media in Foreign Affairs Ministry has been put in place through short courses and recruiting staff with IT skills. Effective communication strategy has been designed to resolve social media challenges. Strengthening cyber security has been implemented. Other measures being considered are information security, improved Internet connection, strengthening of protection and defense mechanisms in case of cyber-attacks. Other measures include enactment of quality control mechanism designed for social media; Education and sharing information to other platforms such as Whatsapp leading to diversification of platforms. Another measure is by having regular updates on social media which can reach traditional sources of media. Placing security features when logging in and responding to issues. To deal with visually impaired users, the Foreign Affairs Ministry have

enlarged texts for visual impaired to read without straining. Also training staff on information security have been implemented. Other platforms such as TV interviews by the Foreign Affairs Ministry's leadership have been key in reaching a wider audience in social media. Holding of media briefings and ensuring that more engagements through social media account and feedback are given. Lastly Foreign Affairs Ministry has put filters to avoid abusive language, other physical communication such as letters, coordinated messaging and consistency of shared information.

4.5 Use of ICT in Conducting International Relations among States.

A vibrant, well trained team has been selected to coordinate relations with other states. Frequent tweets and Facebook messages are used to foster communication. Strengthening of security measures is paramount in Foreign Affairs Ministry to safeguard unforeseen threats. A look into how other envoys are doing can tell the impact of ICT in relations. The need to bolster information security and sourcing of experienced staff to handle the platforms has improved ICT in Conducting International Relations among States.

Verification of information before sharing for enhanced security and training of staff on ICT skills and provision of modern ICT equipment have also improved international relations. Benchmarking with developed countries with a view to improving on the ICT infrastructure has been also done. Internet and technology have been fully improved in Foreign Affairs Ministry with latest laptops being used in ICT department. Strengthening financial capacity of the ICT related services. States should come up and effect policies on cyber security to ensure that information is not leaked or released to the wrong people ultimately increasing the usage of ICT as a faster means of communication.

Respondents indicated uploading updated information and providing more information on the work of Foreign Affairs in the website enhances relations better. Providing detailed profiles of the administrators in Foreign Affairs and the responsibilities of each directorate has ensured every mission is able to deliver quality relations among states. Foreign Affairs Ministry frequently updates social media on global issues happening around the world providing continuous use of the sites and active engagement of the same. ICT experts are involved when creating and using ICT technology. Adequate training to the officers given the role of relaying information to general public and sensitization of staff on use of ICT has also been found to impact international relations. The need for diversification of platforms in resonance with the target audience, the variation of language used to reach the target audience, the frequency of communication, the analysis of feedback to understand both local and international perception of Kenya. Digital diplomacy especially to promote relations among states should be harnessed by the Ministry. Officials should be encouraged to pursue Digital Diplomacy sources to improve their implementation of ICT in International. Adopt current modes of technology and communication. Creation of a specific and detailed strategy that encompasses the whole ministry. Some respondents had other contrary views such as minimize overreliance on ICT for the conduct of international relations because it focuses too much on domestic public relations and not enough on relations with other nation states and actors.

4.6 Information Communication Technology and Conduct of International Relations in Kenya

In this current society the world is a digital global village to disseminate and receive information faster that's useful for public diplomacy. Respondents agreed that's it is a tool of advancing the conduct of international relations strained by COVID 19

pandemic that has brought about a shift in the system and conduct of diplomacy. ICT helps in moving information from one international entity to another thus promoting modern diplomacy. Further, ICT enables conduct of international relations through online communication bringing more interactions. It also enables conduct of virtual diplomatic meeting both at bilateral and multilateral levels such as use of ZOOM platform. It also helps to facilitate engagements in an effective and convenient manner. ICT is important to reach the globe on foreign matters related to the country.

The information communication technology enhances conduct of international relations among states by acting as a tool for informing the public on the conduct of International relations. It's a gradual process, however with this pandemic it has fully been embraced. Respondents said ICT is enabler in the sustenance of diplomatic relations via various social media platforms. It is used to enhance conduct of international relations between states all over the world by making the world small and accessible. Respondents further elaborated that ICT greatly enhances the conduct of international relations as information is shared faster between the different actors around the globe. The use of ICT has not been used to the maximum but positive relationship has been observed despite this fact. There is rise of digital diplomacy and the need for citizens to be informed on how the state is conducting its foreign relations with other states as the relationship is mutual and interdependent of each other. The Ministry has embraced ICT especially during COVID-19 e.g. through conducting Virtual diplomatic meetings. For instance, during the campaign for the director general of World Trade Organizations (WTO), meetings were being held virtually. In this regard, Kenya has been excellent at using ICT for international relations and this helps to bridge the gap between parties.

Responses were that ICT is a tool of public diplomacy as its being used to conduct meetings especially during the breakout of Corona Virus. Social distancing has necessitated the approach and use of modern technologies to conduct virtual meetings internationally. Daily virtual engagement between Foreign Ministry Headquarters and Embassies globally has been necessitated by ICT which play a key critical tool in the conduct of international relations. This has led to faster and easy way of communication and exchange of information. ICT has been an important tool in diplomacy for Kenya as an enabler of propelling Foreign Policy.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

In this section of the examination, the entire study is going to be summarised, concluded and recommendations proposed. This comes after analysing the data collected that is going to inform the recommendations. Conclusions have been drawn from the study and recommendations suggested in respect of how the information communication technology impacts the conduct of international relations among states, case study of Kenya.

5.2 Research Study Summary

The examination pursued to establish how the information communication technology impacts the conduct of international relations among states, case study of Kenya. This section gives a summary of the findings. The general objective remained to examine the impact of the information communication technology on the conduct of international relations among states, case study of Kenya. Based on results findings, it came to a conclusion that ICT and conduct of international relations among states are positively related.

5.2.1 How ICT Has Changed Conduct of International Relations

The first specific objective was to establish how ICT has changed conduct of international relations in reference to Kenya. The findings found a positive relationship between ICT and conduct of international relations with majority of respondents affirming positive relationship. On the basis of these findings, the Foreign Affairs Ministry in Kenya has put in place ICT measures that enhance conduct of international relations. The use of social media and availability of trained staff has increased online

diplomatic engagements, thereby improving relations between the republic of Kenya and other states. ICT has provided easier and faster means of communication. It has enabled efficient flow of information from Kenya to the rest of the world.

5.2.3 Effectiveness of ICT in Conducting International Relations among States

Secondly, the study sought to examine the effectiveness of conducting international relations through ICT among states Case Study of Kenya. The findings established effective relationship between ICT and conduct of international relations with respondents in agreement on the effectiveness of ICT. The respondents indicated that ICT was very effective in conducting relations through the various forms of ICT.

5.2.3 The impact of Information Communication Technology on Conduct of International Relations among States

Thirdly, the examination pursued to understand the Impact of Information Communication Technology on conduct of international relations among states. The findings shows a significant positive relationship of ICT and conduct of international relations with majority of respondents strongly agreed that ICT had positive impact on international relations of states. Most of the respondents indicated that ICT was the driving engine of the modern communication.

5.3 Conclusion of Study

The conduct of international relations is important in any state. The researcher studied the impact of ICT on conduct of international relations. The below conclusions were made grounded on the research findings.

Information Communication Technology is positively related with international relations, therefore the study concludes that ICT does contribute towards conduct of international relations. Moreover, how ICT impacts was to be through internet platforms, for instance, Facebook, YouTube and twitter among other platforms, hence

it contributes towards conduct of international relations. Effectiveness was found to be positive and efficient; this infers that state ICT is an important factor that contributes towards conduct of international relations, Case Study of Kenya.

5.4 Recommendations

The investigation suggests that different states ought to guarantee reception of ICT, as these are probably going to impact direct of global relations between states. As the examination discoveries indicated that lead of global relations relates emphatically with ICT, the legislature ought to give an empowering ground to ICT reception as it influences direct of worldwide relations. The investigation suggests that Kenya should grasp new ICT measures and authorize laws that favour technological innovation.

The examination contains various proposals. To begin with, the investigation suggests that the Kenyan Government through the foreign office, ensure that ICT is brought into the work, as they can influence worldwide relations, as exhibited in the examination. The consequences of the exploration have indicated that global relations is decidedly identified with ICT, and the administration ought to give the premise to creating ICT, to assist all partners. At long last, the examination suggests that foreign office to regularly assess the online media recognized by most respondents as important to improve worldwide relations. International concerns service should put more accentuation on ICT, as examination results have demonstrated the best certain effect on global relations between states.

Via online media, Kenyan Government should draw and put together its foundation with respect to the applicable web-based media such as twitter or Facebook. It should likewise give intuitive sites to their consular workplaces everywhere in the world. Employees ought to be given access to Information Communication Technology tools to contribute in advancing worldwide relations.

5.5 Recommendations for Further Research

Further research need to be conducted to look at other factors that may influence conduct of international relations. Further, the study suggests that a comparative study be done in other countries for comparison with findings of this study.

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APPENDIX I: AUTHORIZATION LETTER


REPUBLIC OF KENYA


**NATIONAL COMMISSION FOR
SCIENCE, TECHNOLOGY & INNOVATION**

Ref No: **990102** Date of Issue: **26/August/2020**


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APPENDIX II
QUESTIONNAIRE

I am John Wambua Kiilu, a University of Nairobi's student undertaking master's degree in International Studies.

Currently, am doing a study project titled 'The Impact of Information Communication Technology on the Conduct of International Relations among States: Case Study of Kenya'.

SECTION A

1. Current designation.....

2. Directorate.....

3. Sex : Male () Female ()

4. Age bracket (Years):

Below 20 { }

20 – 25 { }

26 – 35 { }

35 and above { }

SECTION B

1. How long have you worked at the Ministry of Foreign Affairs?

0-2 years { }

15-20 years ()

3-5 years { }

above 20 years ()

6-10 years { }

11-15 years { }

2. What is the role of the Ministry of Foreign Affairs' social media sites play in the conduct of international relations?

.....

3. Which is/ are the most commonly used social media site{s} by the Ministry of Foreign Affairs?

Facebook { } Twitter { } YouTube { } Any other { }

4. What is the frequency of use of the Ministry of Foreign Affairs social media?

Several times a day { } one time in a day { }

Several times in a week { } Once a week { }

Several times in a month { }

5. What do you think is the impact of using ICT on the conduct of international relations in Kenya?

.....

6. Is it effective to use ICT in the conduct of international relations among states?

Yes { } No { }

7. How often do you use the social media sites?

Daily { } Once a week { } Once a month { } Any other { }

8. Are the Ministry's of Foreign Affairs social media platforms (Facebook and twitter accounts) used for the same purpose?

Yes { } No { }

if No, specify

9. Who are the target groups in using ICT in the conduct of international relations, through social media?

.....

10. What are the benefits experienced in using Ministry of Foreign Affairs's social media platforms in communication?

.....

.....

11. What are the challenges experienced in using Ministry of Foreign Affairs' social media platforms in communications?

.....

.....

12. What measures were put in place to resolve the above challenges, if any?

.....

13. Are there specific ICT policies guiding usage of social media in public communication in the Ministry?

Yes { } No { }

If yes specify.....

14. What recommendations can you give to enhance usage of Information communication technology in international relations?

.....

15. What is the relationship between the ICT and conduct of international relations in Kenya?

.....

.....

16 Has the Information Communication Technology changed the conduct of international relations among states?

Toughly disagree { } Disagree { }

Neutral Agree { } Agree { }

Toughly Agree { }

17. Information Communication Technology is not fully effective in the conduct of international relations among states

True { } False { }

18. Information Communication Technology has increased engagements in conducting international relations among states

Toughly disagree { } Disagree { }

Neutral Agree { } Agree { }

Toughly Agree { }