

**INSTITUTIONAL FACTORS INFLUENCING PROJECT IMPLEMENTATION OF
E-FILING SYSTEM IN THE JUDICIARY IN KENYA: A CASE OF MILIMANI
LAW COURTS**

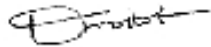
OMOLLO CHRISPINE OMOLLO

**A Research Project Submitted in Partial Fulfillment of the Award of the Degree of
Master of Arts in Project Planning and Management,
University of Nairobi**

2022

DECLARATION

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



Signature:

Date: 9th November, 2022

Chrispine Omollo

L50/35441/2019

This research proposal is presented for examination with my approval as the university supervisor.



Signature:Date: 9-11-2022

Dr. Naomi Mwangi

Senior Lecturer University of Nairobi

DEDICATION

To my loving and supportive family: Father, Mr. Michael Edmund Omollo; Mother, Mrs. Mary Omollo, wife: Mildred Alum and my sons, James Omondi Omollo and Chrispine Omollo Jnr.

To my very supportive colleagues in the Judiciary and more specifically the staff of the Directorate of Planning and the Organizational Performance who contributed significantly in grasping the concepts that I researched on. To my supportive friends who helped me through the whole process the Director Dr. Paul K. Kimalu, Mr. Obai, Mr. Yusuf Jarso, Linda Navakhole, Magaret Ochieng, Alex Njeru and Victor Lumumba.

ACKNOWLEDGEMENT

I owe a debt of gratitude to a number of institutions and individuals for their unwavering support and advice during the research. My heartfelt appreciation to University of Nairobi (UoN) for allowing me to study at such a distinguished school. My heartfelt gratitude goes out to Dr. Naomi Mwangi, my supervisor who generously committed her time to mentoring and counseling me in order to assure the study's success. I was able to complete the course because of her willingness to work extra hours.

My heartfelt gratitude to all of my colleagues for their unwavering moral support and encouragement. My gratitude goes to my family, particularly my father, mother, wife, boys, sisters as well as brothers, for their unwavering encouragement and support during my education. I'd want to express my gratitude to those I haven't listed here. Finally, I want to express my gratitude to God Almighty for his unfailing love, support, and care, as well as for providing me the strength and bravery to overcome the obstacles I encountered during my academic path, demonstrating that nothing is insurmountable with Him.

TABLE OF CONTENT

DEDICATION.....	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENT.....	v
LIST OF TABLES	viii
LIST OF FIGURES	ix
ABBREVIATIONS AND ACRONYMS.....	x
ABSTRACT.....	xi
CHAPTER ONE	1
INTRODUCTION.....	1
1.1 Background of the Study.....	1
1.2 Problem Statement	3
1.3 Purpose of the study	4
1.4 Research Objectives	4
1.5 Research Questions	4
1.6 Significance of the Study	5
1.8 Limitations of the study.....	6
1.9 Basic assumptions of the Study.....	6
1.10 Definition of Significant Terms Used	6
1.11 Organization of the Study	7
CHAPTER TWO	8
LITERATURE REVIEW	8
2.1 Introduction.....	8
2.2 Resource Availability and Project Implementation of E-filing System.....	8
2.3 Human resources and project implementation of E-filing System	9
2.4. Stakeholder participation on project implementation of E-filing System.....	11
2.5 Management commitment and Implementation of E-filing System.....	12
2.6 E-filing System Implementation	13
2.7 Theoretical Framework	16
2.8 Conceptual Framework	18
2.9 Research Gap.....	20

2.10 Chapter Summary	24
CHAPTER THREE	25
RESEARCH METHODOLOGY	25
3.1 Introduction	25
3.2 Research Design	25
3.3 Target Population	25
3.4 Sample Size and Sampling Technique	26
3.5 Research Instruments	27
3.6 Data Collection Procedure	28
3.7 Data Analysis Techniques	29
3.8 Ethical Considerations	29
3.9 Operational Definitions of Variables	30
CHAPTER FOUR.....	34
DATA ANALYSIS, PRESENTATION AND INTERPRETATION OF FINDINGS	34
4.1 Introduction	34
4.2 Questionnaire Return Rate	34
4.3 Reliability Analysis	34
4.4 Demographic Information	35
4.4.1 Participant’s Gender.....	35
4.4.2 Participants’ Age Bracket	35
4.4.3 Participants’ Directorate, Division or Court	36
4.5 Availability of Resources and Project Implementation of E-filing System	37
4.6 Human Resource Capacity and Project Implementation of E-filing System.....	38
4.7 Stakeholder Participation and Project Implementation of E-filing System.....	41
4.8 Management Commitment and Project Implementation of E-filing System.....	43
4.9 Project Implementation of E-filing System	44
4.10 Multiple Regression Analysis	46
CHAPTER FIVE.....	48
SUMMARY OF FINDINGS, DISCUSSION OF FINDINGS, CONCLUSION AND RECOMMENDATIONS.....	48
5.1 Introduction	48

5.2 Summary of Findings	48
5.3 Discussion of Findings	49
5.3.1 Resource Availability and Project Implementation of E-filing System.....	49
5.3.2 Human Resource Capacity and Project Implementation of E-filing System	50
5.3.3 Stakeholder Participation and Project Implementation of E-filing System.....	51
5.3.4 Management Commitment and Project Implementation of E-filing System	51
5.4 Conclusion	52
5.5 Recommendations	53
5.6 Recommendations for Further Studies	54
REFERENCES	55
APPENDICES	59
Appendix 1: Introductory letter	59
Appendix II: Questionnaire for Judiciary Employees and Stakeholders	60
Appendix III: Letter from University	Error! Bookmark not defined.
Appendix IV: Nacosti Research Permit	Error! Bookmark not defined.

LIST OF TABLES

Table 3. 1: Target population as per each subgroup	26
Table 3. 2: Operational Definition of Variables	30
Table 4. 1: Questionnaire Return Rate.....	34
Table 4. 2: Reliability Results.....	34
Table 4. 3: Participants' Gender	35
Table 4. 4: Participants' Age Bracket.....	36
Table 4. 5: Participants' Directorate, Division or Court.....	36
Table 4. 6: Agreement or Disagreement with Statements on Availability of Resources	37
Table 4. 7: Agreement or Disagreement with Statements on Human Resource Capacity	39
Table 4. 8: Agreement or Disagreement with Statements on Stakeholder Participation.....	41
Table 4. 9: Agreement or Disagreement with Statements on Management Commitment	43
Table 4. 10: Agreement or Disagreement with Statements on Project Implementation of E-filing System	45
Table 4. 11: Model Summary	46
Table 4. 12: ANOVA ^a	46
Table 4. 13: Coefficients ^a	46

LIST OF FIGURES

Figure 2. 1: Conceptual Framework	19
---	----

ABBREVIATIONS AND ACRONYMS

CTD:	Commercial and Tax Division
CTS	Case Tracking System
CTS:	Case Tracking System
DCRT	Daily Court Returns Template
DMS:	Document Management System
EMIS:	Environmental management information system),
ICM:	Integrated Court Management System Committee)
ICT:	Information Communication Technology
IDLO:	International Development Law Organization
IFMIS:	Integrated Finance Management Information System
IMIS:	Integrated multicultural information system
JATS:	Judiciary Automated Transcription System
JICT:	Judicial Information Communication Technology Committee
JPIP:	Judiciary Performance Improvement Project
JTF:	Judiciary Transformation Framework
JTI:	Judiciary Training Institute
NCAJ:	National Council on Administration of Justice
PMMU:	Performance Management & Measurement Understanding
SPSS:	Statistical Package for Social Sciences

ABSTRACT

This study seeks to critically establish the institutional factors influencing project implementation of e-filing system in the judiciary in Kenya, the case of Milimani Law Courts. It sought to assess how resource availability, human resource capacity, stakeholder participation and management commitment influence implementation of e-filing System in the Judiciary in Kenya. The research was conducted at the Milimani Law Courts and Milimani Commercial Courts in Nairobi. The study utilized descriptive survey research design. The target population comprised of Judicial Officers, Judicial staff, litigants and Advocates. Where 230 out of 750 participants were picked as the sample using stratified proportionate arbitrary inspecting method. Self-administered questionnaires were used in collecting of the primary data. SPSS version 21.0 also used as the aid in analyzing of the data. Data was also analyzed both descriptively and by inferential statistics. The quantitative variables were estimated through the frequency, percentages and standard deviation which are the descriptive analysis. How both the dependent variable and the independent variables relate was determined using the multivariate regression model that was used to carry out the inferential data analysis. The study found that that 77.4% of the changes in project implementation of e-filing systems in the judiciary in Kenya was contributed by availability of resources, human resource capacity, stakeholders' participation and management commitment. the study established that availability of resources has a significant influence on project implementation of e-filing systems in the judiciary in Kenya ($B=0.543$; $p=0.000$). The study also found that human resource capacity has a significant influence on project implementation of e-filing systems in the judiciary in Kenya ($B=0.684$; $p=0.000$). The study also revealed that stakeholders' participation has a significant influence on project implementation of e-filing systems in the judiciary in Kenya ($B=0.541$; $p=0.000$). Finally, the study established that management commitment has a significant influence on project implementation of e-filing systems in the judiciary in Kenya ($B=0.771$; $p=0.000$).The study concluded that that management commitment had the greatest influence on project implementation of e-filing systems in the judiciary in Kenya followed by human resource capacity, then availability of resources while stakeholder participation had the least influence on project implementation of e-filing systems in the judiciary in Kenya. The study recommends that the government of Kenya need to continue allocating adequate funds for the judiciary specifically for implementing e-filing system. There is also need for Judicial Service Commission Kenya to come

up with appropriate strategies to intensify efforts in resource mobilization and resource utilization. The study recommends that top leadership in judiciary in Kenya should create awareness on the importance and the need to adopt technology in form of e-filing system. The study recommends that top management at judiciary needs to be fully committed to supporting the implementation of e-filing systems in all courts in Kenya.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Democratization forces and pressures for more market-oriented economies have made Judicial reform a priority for modernizing the machinery of government in many countries. This is equally true for countries rooted in European civil law or English common law traditions, Jared K. Bosire and Michael Wamache (2017). The reformers' vision was for the judiciary to deliver more equitable, expeditious and transparent services to citizens, the legal profession and the state. They wished for an effective judiciary capable of enforcing the rule of law to be strong and independent, consistent in high quality operations, adequate in size, dignified and efficient. They hoped it would foster an enabling legal and judicial environment that was conducive to trade, financing and investment and promotes social peace and trust (Malik, 2002).

Velicogna (2007) argued that to achieve those purposes, judicial reform improvement in the quality and efficiency of the administration of justice typically involved: simplifying and rationalizing laws and procedures; strengthening the independence of judges; improving the administration of the courts; balancing the costs of justice; upgrading the physical facilities of the courts; improving legal education, training, and user perception of the legal system; expanding access to justice for the poor and other disadvantaged groups; enhancing the quality of the legal profession; providing alternative dispute resolution mechanisms; and strengthening the impact of court decisions on society at large. All these elements are interrelated, multidimensional and need attention over the medium and long term. The administration of justice was essentially a service delivered by the state to the community in order to preserve social peace and facilitate economic development through the resolution of disputes, the enforcement of criminal justice, and the determination of laws (Shollei, 2009).

Informational Communication Technology (ICT) has been used as a tool by various countries to harness significant social and economic development. Just like industrialization revitalized some economies during the 19th century, ICT has been used

to spur economic growth in some countries. ICT is an increasingly powerful tool for participating in global markets; promoting political accountability; improving the delivery of basic services; and enhancing local development opportunities (Velicogna, 2010).

The Judiciary is one of the three arms of the Government established under chapter 10 of the Constitution of Kenya. It derives its mandate from Article 159 and exercises judicial authority given to it, by the people of Kenya. Its mission is to administer justice in a fair, timely, accountable and accessible manner, uphold the rule of law, advance jurisprudence and protect the constitution. It is expected to handle disputes in a just manner, with a view to protecting the rights and liberties of all, thereby facilitating the attainment of the ideal rule of law. In order to achieve its mission, the judiciary developed the Social Transformation through Access to Justice (STAJ) blueprint, which builds on the previous achievements and reforms in the Judiciary as contained in preceding Judiciary blueprints: The Judiciary Transformation Framework (JTF) (2012-2016) spearheaded by Hon. Chief Justice (Rtd) Dr. Willy Mutunga and the Sustaining Judiciary Transformation (SJT) (2017-2021), developed under the leadership of Hon. Chief Justice (Rtd) David Maraga and it is also aligned to the Judiciary Strategic Plan (2019-2023). In order to realize the promise of Social Transformation through Access to Justice, there were many outcomes pursued and leveraging technology for productivity to be pursued through digitization of court processes from registration to conclusion of cases. The Judiciary Strategic plan 2019-2023 prioritized both criminal and civil justice reforms in order to ensure access to and timely disposal of cases. The Digital Strategy and the ICT Master Plan (2018 – 2022) prioritized development of an e-Judiciary framework that all components of ICT were built in harmony. The strategy envisaged development of an Integrated Court Management System (ICMS) that may automate all the functions of the Judiciary, while the master plan underscores the fact that adoption of automation is to enhance efficiency, access, timeliness, transparency and accountability, and helping the judiciary to provide adequate services.

The Judiciary heightened the use of technology during the COVID 19 pandemic. The Chief Justice launched the electronic filing of cases (e-filing) on July 1, 2020 to among other things, minimize interactions between litigants and court employees and thereby support access to

justice during the pandemic period (Judiciary of Kenya, 2020d). Similarly, a practice note on e-filing of commercial cases was issued on March 24, 2020 to mitigate the spread of the pandemic in the Commercial Justice Sector. Teleconferencing, video conferencing, electronic case management and other appropriate technologies were to be used as far as it was feasible. An update on the use of e-payments was issued on September 8, 2020 including step-by-step guidance to court users on lodging of e-Service requests (Judiciary of Kenya, 2020a) Marang'a, M. W., Kimalu, P. K., & Ochieng, M. A. (2021).

The disruptions caused by the COVID-19 pandemic have brought to light, the impact of technology on modern legal practice. Processes such as virtual court sessions, electronic filing and remote working heavily rely on technology for their success. It can thus be argued that the legal profession has adopted technology as a matter of necessity. This can also be attributed to the ascendancy of information technology, the globalization of economic activity, the blurring of differences between professions and sectors, and the increasing integration of knowledge. However, while the Judiciary has won critical acclaim for streamlining and improving the accuracy, efficiency and effectiveness of laborious processes within daily practice by use of E-filing, the system has also been criticized for the challenges. The paper seeks to critically establish the Institutional factors influencing project implementation of E-filing System in the Judiciary in Kenya, the case of Miliman Law Courts.

1.2 Problem Statement

The outbreak of the COVID-19 pandemic severely affected the administration of justice. Physical court sessions were no longer tenable due to the need to avoid the risk of transmission of COVID19 and ensure the health of judicial officers, lawyers and litigants. At the height of the pandemic, the Judiciary in Kenya announced a scale down of court activities throughout the country due to the concerns created by the outbreak of the pandemic. Courts were seen as possible hotspots for the spread of the pandemic owing to the large crowds of persons including judicial officers, advocates, court staff and litigants who are normally part of the day-to-day court operations. This forced the judiciary in most countries including Kenya to embrace technology in order to continue administering justice in the midst of the pandemic. The Chief Justice launched the electronic filing of cases (e-fling) on July 1, 2020 to among other things, minimize interactions between litigants and court employees and thereby support

access to justice during the pandemic period (Judiciary of Kenya, 2020d).

The E-filing system has now been implemented over the last two years. During the implementation, a number of concerns have arisen regarding the implementation process. Previous research has not concentrated on investigating E-filing in the Judiciary and the factors affecting its implementation. For example, a research by Shollei (2010) sought to find the factors affecting efficient service delivery in the Kenya Judiciary. Another study by ICJ Kenya Chapter (2006) sought to establish the basis for growing concerns on service delivery by the judiciary. Thus, there is a knowledge gap regarding the institutional factors influencing the project Implementation of E-filing systems in the Judiciary in Kenya. This research sought to bridge the gap in knowledge to study the Institutional factors influencing project Implementation of E-filing system in the Judiciary in Kenya. This study comes in handy to identify the important factors that are critical in implementation of E-filing System in the Judiciary through a study of specific law courts within Nairobi City County i.e. the Supreme Court, the Court of Appeal, Milimani Law Courts and Milimani Commercial Court.

1.3 Purpose of the study

The purpose was to investigate institutional factors that influence the project implementation of e-filing systems in the judiciary in Kenya the Case of Milimani Law Courts.

1.4 Research Objectives

There are various objectives by which the study was guided and they are listed below;

- i. To determine the influence of resource availability on project implementation of E-filing System in Judiciary in Milimani Law Courts.
- ii. To establish the influence of the human resource capacity on project implementation of E-filing system in Judiciary in Milimani Law Courts
- iii. To assess the influence of stakeholder participation on project implementation of E-filing System in Judiciary in Milimani Law Courts.
- iv. To determine the influence of management commitment on project implementation of E-filing System in the Judiciary of Kenya.

1.5 Research Questions

- i. How does resource availability influence the implementation of E-filing project in

Judiciary in Milimani Law Courts?

- ii. How does human resource capacity influence implementation of e-filing project in the Judiciary in Milimani Law Courts?
- iii. What is the influence stakeholder participation on implementation of E-filing project in Judiciary in Milimani Law Courts?
- iv. How does Management Commitment influence the implementation of E-filing project in the Judiciary of Kenya in Milimani Law Courts?

1.6 Significance of the Study

The research results are beneficial to the management staff in the Judiciary ICT Directorate, employees and the Judicial Service Commission. The ICT Directorate that is charged with the responsibility of managing and implementation of E-Filing may use the results of the study and recommendations as a pointer to the institutional factors influencing implementation of E-filing System in the Judiciary. The ICT Directorate would have a chance to re- evaluate their systems in line with the research results.

The Judicial service commission would use the findings herein to inform policy in the formulation of effective mechanisms of ensuring that the E-filing system in the Judiciary achieves intended objectives. Additionally, it would ignite a discussion on current status of implementation; what practices are to be sustained and what needs improvement.

Finally, academicians in research would use the findings from this research to broaden their understanding with respect to E-filing system and use the results of the study to further their research.

1.7 Delimitations of the study

The study was delimited on the Institutional factors of implementation of E-filing System among the law courts within Nairobi County: the Supreme Court, Milimani Law Court and Milimani Commercial Courts. The population comprised Judges, Magistrates, Directors, and operational staff.

1.8 Limitations of the study

This research sought vital information that may be adopted for policy implementation in the Judiciary. The study however, encountered limitations that hindered access to that information. The respondents feared that the provided information was utilized later to intimidate them and thus were reluctant. Therefore, the researcher obtained an introductory letter from university to convince the participants that information that the Researcher needs was purely for academic purpose and may be handled confidentially. Moreover, the researcher ensured that study was limited to the extent which reliable information was provided by the respondents. The collected data was also tested and consistency be checked. Due to the nature of the work the respondents do they may not have adequate time to respond to the questionnaire and in order to evade a situation where questionnaires were not returned, the same were individually administered by the researcher which as well help in explanation of aim of the study.

1.9 Basic assumptions of the Study

The respondents may not co-operate and make time to fill in the questionnaire objectively and honestly as required. The data given by the respondents was correct and accurate. The study assumed that Judiciary authorities permitted the researcher to administer the questionnaire to the employees. A further assumption was that the composition of the target study group would not change so as not to interfere with the data sample. Finally, the study assumed that during the data collection period the weather would be conducive and therefore the respondents would be readily available.

1.10 Definition of Significant Terms Used

Implementation of E-filing System- it is the establishment electronic filing is a computer-based system for the storage, cataloguing and retrieval of documents.

Resource availability: - Resource availability refers to the information about what resources you can use to service projects, when, and under what conditions.

Stakeholder Participation: -. is the process by which companies communicate and get to know their stakeholders.

Human resource capacity: The availability of knowledgeable, experienced, and skilled individuals in an organization or institution, either public or private, who perform precise tasks and responsibilities.

Management Commitment- implies the direct participation by the highest level management (top management) in all specific and critically important aspects such as safety, quality, environment, security, etc. or programmes of an organisations.

1.11 Organization of the Study

The research is divided into five sections. The first chapter serves as an introduction, and it contains the following information: the study's context, as well as the problem's statement the study's purpose, objectives, research questions, significance, limitations, delimitations, assumptions, definitions of significant terminology used in the research and the study's organization. Chapter Two, provides a detailed literature that researcher gathers on the concepts of how availability of ICT infrastructural facilities influences the project implementation e-filing systems. The influence of resources availability on project implementation of e-filing Systems. The influence of human resources on project implementation of e-filing System and how top management commitment may impact on project implementation of E-filing System in Judiciary. Deliberations were further made on theoretical framework anchored on Technology Acceptance Theory and Contingency Theory. The conceptual framework of the study and a summary of literature was discussed. The research methodologies that were employed in the study are described in the third chapter, Research Methodology. Study design, targeted population, sampling strategy, sample size determination, tools of gathering data, instrument validity and reliability, process of gathering information, data processing approaches, variable operationalization, and ethical issues are all covered while data analysis, presentation, interpretations, and discussion of findings were covered in Chapter 4. A summary of research findings, conclusions, recommendations, as well as areas for further research was addressed in Chapter 5.

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter presents the review of previous scholarly work based on the objectives of the study; these include resource Availability and Project Implementation of E-filing System, Human resources and project implementation of E-filing System, Stakeholder participation on project implementation of E-filing System, Management commitment and Implementation of E-filing System and E-filing System Implementation. The chapter also presents the theoretical framework, conceptual framework, research gap and chapter summary.

2.2 Resource Availability and Project Implementation of E-filing System

According to Oliveira, and Martins (2011), cost is defined as the amount of money paid to purchase, produce, acquire or maintain goods/services. Implementation of E-filing System in this research refers to the application of online services in Government Agencies. There is a major problem of funds lacking that are needed to produce ICT training materials required for use by end users of the implemented E-filing System which is considered as a negatively influencing the ICT implementation among Government agencies. Whenever computers and their devices become costly, it means less acquisition in terms of computers due to limited resources.

Tusubira and Mulira (2009) in their study stated that the cost of purchasing equipment to be used in computerization was quite prohibitive for most Government agencies in developing countries. The Agencies that have budgetary allocation in terms of funds needed to purchase this ICT hardware and equipment then routine maintenance and servicing them becomes impossible due to limited budgetary allocation from the National Treasury. The adoption to electronic records has been necessitated by limitations in paper based records which have functionality limit in that a larger number of individuals fail to view and use a certain document at the same time and one has to travel from far and wide to access the information. With the emergence of electronic record keeping through computerized systems, the top government officials can make faster decisions hence improving on operating efficiency thereby improving on quality. In the developed countries where E-filing System have been

implemented like the decision support systems has led to reduction of errors caused by applications in developing countries.

Research has shown that sufficient financial resources increase the likelihood of Information System implementation success (Wang & Wang, 2016). As small businesses often lack financial resources, insufficient funds may be allocated for IS implementation. Insufficient financial resources place constraints on the IS implementation effort and often lead to selection of less effective IS. Selection of such IS, although cheaper, may result in false economy because the IS do not meet the requirements of the business and may be inadequate in the long run (Pearlson, Saunders & Galletta, 2016). Information System implementation involves capital investments and often has organization-wide implications. Ineffective investments in information systems have the potential to put the company's future in jeopardy due to the fact that a technical glitch in the IS can have a significant and detrimental effect on the company's operations. The setback has even greater ramifications for a small business as it may even result in business failure (Jenkins & McKelvie, 2016). Hence, it is hypothesized that increased allocation for IS investment may increase the likelihood of IS implementation success.

In addition, funding the ICT in development initiatives is a big issue. With cyclical donor financing and pressure to reduce administrative and managerial expenses, it is difficult to effectively resource for finances and human resources in ICT as a fundamental operational capability.

2.3 Human resources and project implementation of E-filing System

Due to the lack of in-house IS expertise, small businesses are likely to be much more dependent on external expertise such as consultants and vendors (De Martino & Magnotti, 2017). The responsibilities of a consultant are to provide consultancy service specifically to help businesses implement effective IS. Consultancy service can include performing information requirements analysis, recommending suitable computer hardware and software, and managing the IS implementation (Lath & Liu, 2016). The responsibilities of a vendor generally include providing the computer hardware, software packages, technical support, and training of users. It is also important to maintain a good working relationship among the

various parties (i.e. the CEO, users, consultant, and vendor) in the IS implementation. In IS implementation of the small businesses, the vendor may also play the role of a consultant, and thus performs additional duties besides the usual responsibilities (Ali & Miller,2017). In view of the possibility of the consultant being the vendor, we may treat the responsibilities of the external experts as a combination of the duties of the consultant and the vendor. In the research model, external expertise is a second-order latent variable of both types of external expertise. In a review of the true success determinants in projects, Cooke-Davies (2002) discovered that the personnel side of project execution had been overlooked. He established that people are key in every project for it to succeed. Therefore, the competence of the project personnel is significant in every project including the project managers' skills.

According to the social exchange theory, the standards that govern interpersonal relationships also apply to organizations. Based on this premise, several writers have demonstrated how HRM practices in companies' impact a number of factors included in the concept of relationship sustainability, notably in connection to trust Eisenberger (1990), commitment, and work satisfaction. The project team should operate as a unit and be made up of consultants and internal ICT project workers so that they can get the necessary technical capabilities.

According to Whyte (1996), project staff competency is the level to which they have the vital skills as well as knowledge to execute the needed services. The authors discovered that Information System competency is among the most imperative characteristics of Information System success. Previous research has revealed that one among the top ten aspects for evaluating Information System function performance is Information System competence.

According to Byrd and Turner (1995), businesses with a team of highly experienced employees have more IT infrastructure flexibility while also increasing their competitive edge in critical business management areas.

Byrd and Davidson (2003) discovered that the production value of the IT section, which includes personnel capability, has an impact on the IT effect on the supply chain, which results to the performance of companies. Based on the foregoing, we conclude that one of the most significant technical factors influencing management software success includes management software competency.

2.4. Stakeholder participation on project implementation of E-filing System

Stakeholder participation is regarded as an essential component of the social participation process. It can be attributed to Arnstein's (1969) citizen engagement ladder, with the greatest level of civic engagement culminating into citizens having complete control over a specific programme or institution. Nevertheless, since 1990, public participation has grown to include non-institutional issues including cooperatives, communal organizations, and social service (Defourny & Nyssens, 2010; Teasdale, 2012). It is lately progressed into the establishment of research agendas, like the European Union's (EU) Horizon 2020 conceptual model.

Kamal, Weerakkody, and Irani (2011) investigated the role of stakeholders in the uptake of technology integration solutions (TIS) in local state in the United Kingdom. The research utilized the idea of stakeholder theory to examine the role of stakeholders in the acceptance of TIS in state organisations specifically their notions on the issues that affect TIS solution utilisation and their participation in the usage lifecycle phases. A qualitative multiple case study technique is used to empirical evidence emphasise the various categories of stakeholders engagement in the usage process of TIS, the dynamic nature and significance of one's role, and why their domain knowledge and expertise are critical for TIS projects.

McCarthy, Rowan, Lynch, and Fitzgerald (2020) investigated stakeholder involvement in responsible information systems research. The paper responded to this challenge by offering case research outcomes from a sustainable Information system study effort that 'integrated' face-to-face and online participation methodologies. The case study was about a large-scale consultation that took place during a 24-month European initiative comprising of 30 states. Over 1,500 stakeholders were involved in the program's co-creation of future research agendas for the European Union. The case study findings were analysed and deliberated on for future information systems'S studies utilising Stilgoe, Owen, and Macnaghten's (2013) framework (Anticipation, Reflexivity, Inclusion, Deliberation, and Responsiveness).

Toots (2019) investigated the reasons why E-participation systems failed. The study advocated conceptualising e-participation systems as unpredictable and changing process innovation, with an emphasis on examining systems' interactions with their setting and

stakeholders to comprehend reasons for particular outcomes. The approach was applied to the case study of the Estonian e-participation portal. The research revealed that e-participation systems face three types of obstacles: those common to information systems initiatives, those unique to the public sector, and particular issues arising from the complex environment of participatory democracy. Because of its diversity, e-participation technologies are prone to failure and must be handled as a process of learning and adaptation as opposed to a static technological output.

Marzouki, Mellouli, and Daniel (2022) used a conceptual model of SPPs' dimensions of issues to conduct a study to appreciate concerns with stakeholders' involvement procedures. The technique is used to increase stakeholder participation in relevant decision-making processes that influence their societies. The survey's goal was to examine, categorise, and provide a better knowledge of the various difficulties that stakeholders' engagement procedures face (SPPs). A comprehensive systematic review was done to achieve this goal. The research provided two significant contributions. First, it gives nine-aspects of typology issues: economic, efficiency and effectiveness, ethical, legislative, political, administrative, socioeconomic, stakeholders and social, and technologies. Second, it presents a conceptual model of SPPs issue characteristics.

2.5 Management commitment and Implementation of E-filing System

Top management support, according to Iajile (2018), related to the organizational senior manager's positive attitude and conduct toward the ICT system, as well as visible support during and after the deployment. Support from management has been highlighted as a vital element impacting the execution and success of IT initiatives in general. Strategic planning, according to Sabherwal et al., (2006), is described as a positive attitude toward and explicit support for information systems. The initiatives need to be supported and recognized as a high priority of considerable importance by the organization's senior management (Wee, 2000).

Senior leadership must be dedicated to their personal engagement in the implementation process and willing to devote important resources to it (Holland et al., 1999). It also entails their participation in the formation of a project review committee to assess project operations and identify possibilities and high-risk areas. Top management should assist in identifying the

suitable people, relieving them of other tasks, organizing them into an interdisciplinary team, and empowering them to take on the project's duty (Chen, 2001). However, a more recent study showed that top management assistance is equally beneficial in groups with high and low task dependency (Hwang & Schmidt, 2011).

The commitment of managers with use of ICTs for enhanced services for the general population is top management support (Ang et al., 2001). It persuades all functional managers to participate in ICT-related activities, as well as influencing the attitudes of all users to accept ICTs in the company (Koen and Roger, 2002). When bringing ICTs into health organizations, e-projects must be reviewed by top management, since it is stated that the success of such initiatives is determined by the top management system (Sarkar, 2008).

The information literacy of senior leadership is also important in the sense that they may begin e-Projects with comfort and awareness, which may have a significant influence on employees' programs for computer literacy of all users (Sajjad et al., 2009). The study found that the link amongst administrators' computer skills and users' technology skills is critical to the success of eHealth digital efforts (Ramirez et al., 2010).

2.6 E-filing System Implementation

Over the years ICT projects implementation in Government institutions has been the trend for both the private and public institutions in industrialized and emerging nations. With the embracing of ICT in Government, there is a notable rate of development and also the democracy in such governments has become greater. This literature review is therefore meant to outline the reasons for failure or success in implementation of ICT system in developing countries. This may help in knowing what goes wrong more often than not within the context of ICT implementation in developing countries. Hence this may allow those in the field to use such knowledge in anticipation of potential problems thereby creating robust and effective plans to counter the problems that may arise.

In 1991, it was recommended that the electronic data base be upgraded to three gigabytes of memory, with a memory growth rate of 50 megabytes per year. (Waugh, 1991) It is clear that technological developments are proportional to time, since this quantity of memory now is comparable to very little storage, as our cellphones have higher memory capacity.

"Knowledge and information are considered as fundamental economic factors in the growing 'information society,' and the dominant social actors are seen as those who process information in line with codified bodies of knowledge." (Clark, 1997) United Kingdom has evolved into a culture where the holder of such access to knowledge has machines at their disposal, as publications and data can be kept in one system, rather than in various resources of books, and information is available in minutes, if not seconds, by a fast search.

The United Kingdom makes use of IT to reduce the clerical strain of the courts, such as automated summonses, and to guarantee that administrative work is computer produced to reduce the clerical load and ensure that justice is delivered more quickly. (Clark, 1997). Too frequently, the demanding workload of administration leads in a large amount of time being wasted on administrative tasks rather than efficiently serving individuals. Unfortunately, legal information technology is costly, and it is only available to the affluent and a select few businesses. The use of sophisticated technologies to increase the supply of innovative and flexible legal services for corporate and institutional customers has been strongly linked to advances in elite law firms" (Clark, 1997). Technology reduces the amount of physical labor required and guarantees that the computer can complete the task at a quicker rate and with a thousand times the load. When legal firms can suit out a thousand summonses in a day, it's not because of physical labor, but rather because of computer-generated systems, fast printers, and copier machines. Simplicity is a byproduct of sophisticated technological systems, therefore efficiency and technical go together.

Mostly in U.S, the use of computerized technology is used to compete with other businesses in terms of computer technology and to help with increased productivity. (Clark, 1997) As a solution, information systems is being used to improve the courts by reshaping the court relationship between structures and hiring IT specialists to guarantee that the systems is productive and effective (Crawford, 1997). This is an essential step in ensuring that the computers perform to their greatest potential. The degree of monitoring and quality assurance of these information technology advancements is an essential step to maintain the programs' long-term viability and avoid any faults. IT experts carry out the following tasks: "Federal Judiciary Careers: Information Technology" "Video of Federal Judiciary Careers: Information Technology" Information Technological (IT) specialists in the United States Courts assist the

courts' vast technology programs. They enable the judiciary to dispense justice in a technologically advanced world. The federal judiciary is looking for IT specialists that are up to date on the newest software and technologies."

There has already been study on ICT Infrastructure in Africa, with the main goal of getting a better knowledge of the deployment and use of ICT in promoting good governance. This has focused on exploration of the effects of moving from traditional governments of manual services to Electronic Government. This research has looked at the challenges and constraints experienced during implementation and improvement of Electronic Government.

There are many lessons that we can learn from the African countries that have successfully implemented Electronic Government with the aim of making government services available to the citizens online thereby improving service delivery. Some studies show that African governments have invested in infrastructure that is necessary for supporting these online service such as internet provision through laying of fibred optic cables, To attain better e-readiness indices, they must train their people resources as well as build interactive portals (Lubua & Maharaj, 2012).

Other studies were conducted with the goal of examining, investigating, and evaluating the different elements of ICT deployment and use in the public sector, with a focus on technical, user as well as organizational components of Electronic Government (Miriam et al., 2009). There has been great impact and implications of implementing Electronic Government which has caused a positive transformation in service delivery in the public sector where the citizens get prompt services and corruption has been prevented to a larger extent.

The Western Cape's Judiciary issued a statement claiming that it is the first province to employ sophisticated information technology techniques such as electronic filing, video conferencing, and satellite communication for indigent witnesses in places outside of the court's jurisdiction. The judiciary recognized advances in information technology as "steps in the right direction for the uptake of IT to increase levels of efficiency" in the courts. (Media Statement, 18 August 2012, concluding the Strategic Planning Session for South African Judicial Arm of State). All such practices of using computer technology to expedite justice have been tried and tested, and they need to become the norm rather than

the exception in a yet another project. All such methods include inputted data and document control, streaming video, and communication systems for observers located in remote areas, which all have gained support enshrined in the constitution Court's Judge President, Justice Mogoeng Mogoeng.

The Kenyan Government over the past decade has become more responsive to citizens needs through adoption of E-filing System that provide online services to its people. The major goal of this action was to reduce total operating expenses, which successfully creates social and economic benefits. The latter has included the deployment of governance assistance programs, operations support programs, word processing, strategic hrm systems, internet connected messaging and collaborative project systems, IMIS (Interconnected multi ethnic analytics company), IFMIS, EMIS (Environmental information management system), Intelligent transport system, Transaction records management platform, and Domestic internet connected keyboard shortcut mechanism for multiple staff members (GOK, 2013).

The Kenyan government began expanding in Internet connectivity with the aid of international financing in 2012. (Muganda, 2008). The goal of this initiative was to solve two major development issues that many nations face: corruption and inefficient service delivery. Despite Kenya being classified as a less-developed country according to the UN's Computer Industry Development index, the country managed to successfully introduce online government services with the aim of improving its services and reducing corruption . The Government of Kenya established Information and Communication Technology Authority in 2013 which was mandated to coordinate all ICT activities in the county and make Kenya known globally as a local and international ICT hub (GOK, 2013).

2.7 Theoretical Framework

Under this section, we look at the theories relating to the factors influencing implementation of ICT. The research used the following theories; Technology acceptance and Contingency theory. All the two theories discussed here below influences the implementation of ICT system in the Judiciary as outlined.

2.7.1 Technology Acceptance Theory

Davis (1989) presented this theory, which deals with the application of the idea of reasoned action. The key objective of the theory is to give a comprehensive understanding of the factors that influence technology consumption that can be associated with a range of half-way point technology applications and populations while being both cost-effective and theoretically sound. This theory may be used to trace the impact of external variables on people's attitudes, intentions, and beliefs. In an attempt to attain these aims, technology acceptance theory was developed by identifying a limited number of basic characteristics indicated by prior research on the cognitive and emotional drivers of computer adoption.

Researchers have also utilized the acceptance model framework to examine the attractiveness or acceptance of a given system by consumers. In this idea, the impression of the system's utility and simplicity of use are the two beliefs that influence user acceptance. The theory is applicable in this research because of its suggestion that E-filing System implementation may be useful as well as easy to use once the E-filing System are implemented.

2.7.2 Contingency Theory

According to contingency theory, for an organization to be functional, it must have a structure that is compatible with the demands of the environment. This efficacy may be determined by how well it fits internal and external variables such as the environment, the size of the company, its strategy, and technical factors while making a choice. Based on the contingency theory of organizations, Tornatzky and Fleischer (1990) created a paradigm for organizational adoption.

Three main drivers were established in that framework, which assisted decision makers in taking into consideration technical, organizational, and environmental aspects that affected an organization's adoption of technology. The basic premise of contingency theory is that an organization's capacity to survive is determined by the environment in which it works. An organization is said to be an open system if it incorporates the environmental needs where it operates in (Donaldson, 2001). The organization need to be dynamic internally, innovative and flexible, internally in order for it to succeed in the rapidly changing and dynamic environment.

This theory is appropriate to the study since the Judiciary operates with an aim of expeditious service delivery because of the different needs of its clients and the different management styles plus the composition of their staff as well as service to the Kenyan people. Therefore, as per the contingency theory, the Judiciary ought to observe keenly its environment and recognize that it has to handle various situations in differently.

2.7.3 The Theory of Utilitarianism'

Bentham and Stuart Mill advocated the 'utilitarianism' thesis. This is a normative ethics theory that states that a moral action tends to maximize utility. This refers to an action that gives people joy, benefit and a lack of pain. As a result, the most beneficial law or deed is the one that benefits the largest number of people. The researcher in this study dug into the legal area to see if the usage of ICT in judiciary has benefited a bigger number of stakeholders. The efficacy of ICT ought to be assessed by the number of participants who believe it has favorably influenced their life against those who believe it has had no such effect, based on the data collected.

2.7.4 The theory 'Natural law'

Whatever is compatible with the natural law is good, and what is not consistent with it is bad, according to proponents like Thomas Aquinas. This is relevant to my research in that the most essential thing to accomplish is what is ethically good, such as increasing accessibility to justice. The adoption of ICT in court is not based on any morality, which is a deviation from the idea. The desire to make the judicial system more efficient and updated drove this evolution, which is why the legislation was enacted. To keep up with the digitalized world, ICT laws were created by humans. Conversely, natural law is thought to be divine.

2.8 Conceptual Framework

This is one type of analytical tool which comes in various forms and settings and is used to find connections by separating and arranging concepts.

Conceptual Framework

Figure 2.1 offers the Conceptual Framework on which the study is based.

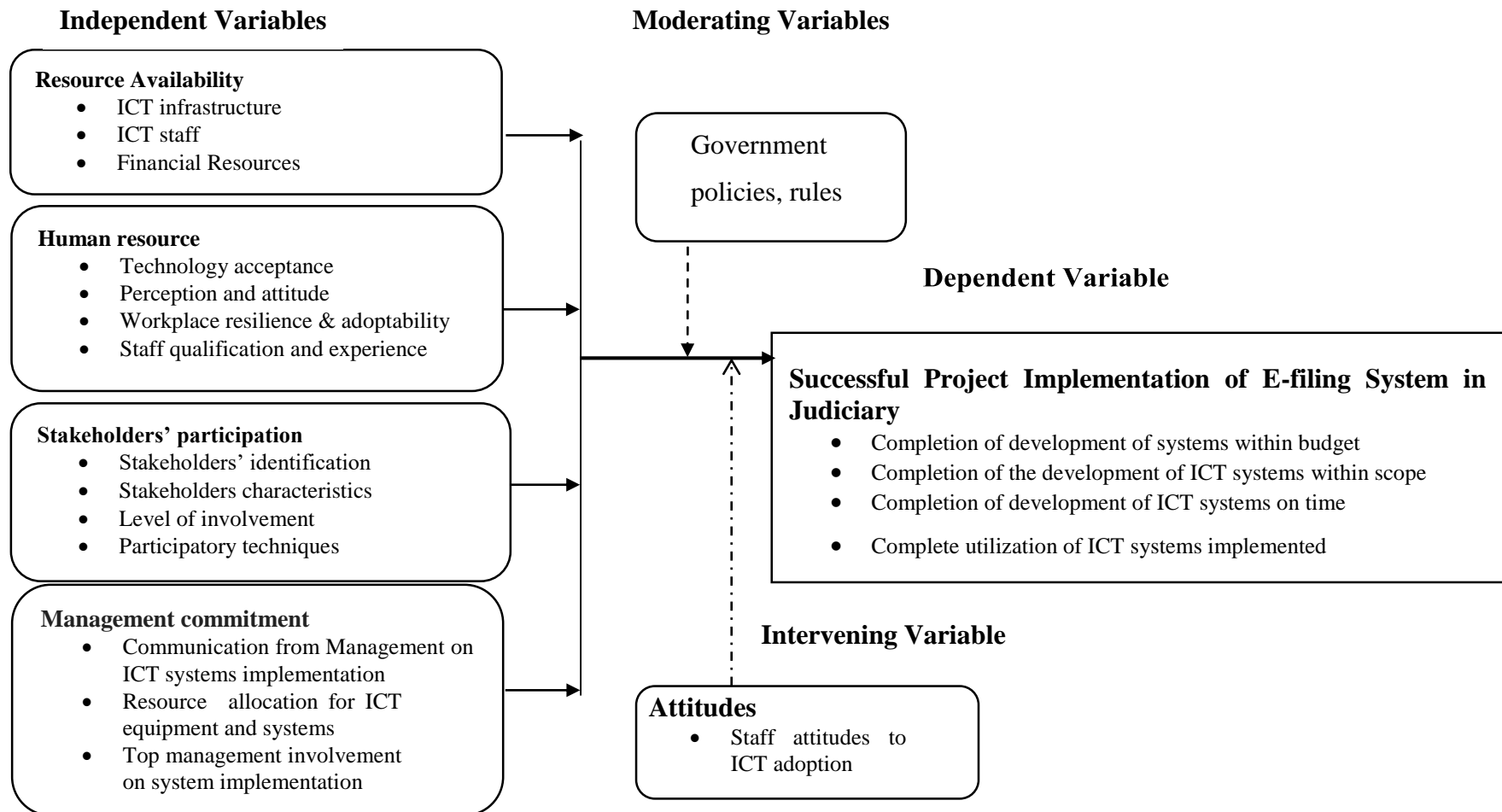


Figure 2. 1: Conceptual Framework

The link that exists between variables in the conceptual framework is that there is one dependent variable; factors influencing implementation of E-filing System in Judiciary that influences the four independent variables; availability of financial resources, availability of infrastructural facilities, influence of staff competences and top management support. There is a moderating variable that influences the implementation of E-filing System in the Judiciary; Government policies, rules and regulations as well as an intervening variable; staff attitudes to ICT adoption.

2.9 Research Gap

Despite several studies aimed at identifying critical elements in ICT system implementation, literature suggests that the effectiveness of ICT system implementation is dependent on a variety of factors and variables. Setting up any type of Information System, be it a commercial business or in a legal setting, is a risky endeavor (Uwadia et al, 2006). It is necessary to explore the organizational effect towards failure of IS. "Managerial strong level politics are seen to have a significant influence on success or failure. Failure to understand power connections during systems analysis, design and administration has significant consequences, and it is a major reason in the failure of IT projects" (Bartis & Mitev, 2008). Any country's failings drive it to the bad side of technology innovation. As a result, failure of systems engineering in developing nations is a very specific and meaningful problem that must be addressed.

Failure of information systems is caused by numerous factors, for example it can be adverse effect of environment, quality control, and other related issues. These elements have an impact on the failing scenario when they work together or independently. Even though it is not easy to identify them individually and separately, it is necessary to analyze them one by one in order to develop efficient remedies for conditions leading to failure. It can, however, be divided into two halves. They tend to be conceptual in nature and backdrop variables, often known as hard and soft factors.

While there is common understanding on the variables that influence ICT system implementations, there is no agreement on the extent to which these factors influence the success or failure of ICT system implementation in companies. Furthermore, because much of the existing literature is centered on wealthy nations, this sort of study is needed in a developing country like Kenya. The research sought to identify the factors that influence the implementation of E-filing System in the Judiciary in Kenya the case of Milimani Law Courts. It tried to establish how the four independent

variables namely availability of infrastructural facilities, availability of financial resources, staff competencies and Top Management Support influence the one dependent variable that is, the implementation of E-filing System in the Judiciary.

Table 2.1: Knowledge Gaps

Variable	Author and Year	Findings	Knowledge gap
Availability of resources	Tusubira and Mulira, (2009)	Although cost of installation site is frequently prohibitive, and for those who can afford it, periodic maintenance and service is another issue the very first computer users cannot readily handle.	This study sought to assess the available of resource for implementation of e-filing in Kenyan Context focusing on the judiciary
	Oliveira, and Martins (2011),	There is a major problem of funds lacking that are needed to produce ICT training materials required for use by end users of the implemented E-filing System which is considered as a negatively influencing the ICT implementation among Government agencies.	This study sought to analyze if the same challenge is experienced in the judiciary
Human resource	Thong, (1999)	The extent of IS adoption is mainly determined by organizational characteristics.	This study sought to assess the available of resource for implementation of e-filing in Kenyan Context focusing on the judiciary
	Breznik, (2012)	IT and the Internet provide companies the opportunity and help them perform better in several industries.	

	Whyte (1996)	Previous research has revealed that one among the top ten aspects for evaluating Information System function performance is Information System competence.	This study sought to assess the competence in the implementation of e-filing in Kenyan Context focusing on the judiciary
Stakeholder participation	Toots (2019)	The research revealed that e-participation systems face three types of obstacles: those common to information systems initiatives, those unique to the public sector, and particular issues arising from the complex environment of participatory democracy.	This study sought to ensure if the stakeholders participation influences e-filing in the judiciary
	Marzouki, Mellouli, and Daniel (2022)	The research provided two significant contributions. First, it gives nine-aspects of typology issues: economic, efficiency and effectiveness, ethical, legislative, political, administrative, socioeconomic, stakeholders and social, and technologies. Second, it	This study sought to ensure if the stakeholders participation influences e-filing in the judiciary

		presents a conceptual model of SPPs issue characteristics.	
Management commitment	Holland et al., 1999	Senior leadership must be dedicated to their personal engagement in the implementation process and willing to devote important resources to it	This study sought to analyse if the commitment influence implementation of e-filing in the context of Judiciary
		The commitment of managers with use of ICTs for enhanced services for the general population is top management support (Ang et al., 2001).	This study sought to analyse if the commitment influence implementation of e-filing in the context of Judiciary
	Sajjad et al., 2009.	The information literacy of management is also important in the sense that they may begin e-Projects with comfort and awareness, which may have a significant influence on employees' programs for computer literacy of all users	This study sought to analyze if management knowledge influence implementation of e-filing in the context of Judiciary

2.10 Chapter Summary

This chapter reviewed literature from Global, Regional and Local perspective. It highlighted the factors that influence implementation of E-filing System in Judiciary. The study's theoretical and conceptual foundations are also presented.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

The research design, targeted population, sample design, data collecting tools, data collection techniques, and data analysis are all captured in this chapter. The researcher also validates the technique utilized in order to make the results objective. The experimental components' project success table is also included.

3.2 Research Design

Descriptive survey research design was utilized, and it aimed to characterize current circumstances in terms of ICT infrastructural facilities, resource availability, staff competencies top management support and their influence in Kenyan Judiciary making use of keenly chosen participants, questionnaires and interviews to explain fully the factors influencing the implementation of e-filing System in Kenyan Judiciary. As per Kothari (2004), descriptive research is focused on characterizing the features of a specific person or individual and take into consideration all of the procedures required in conducting a survey about the phenomena being investigated.

3.3 Target Population

The whole group of persons, things, or interests that research intends to examine is referred to as the population. Population is defined by Mugenda & Mugenda (2003) as an entire collection of persons or things with shared observable features. It is the sum of everything that complies with a particular standard. The target population was 230 staff was drawn from 10 subgroups composed of registrars, Human Resource Officers, directors, ICT Officers, assistant directors, Program Officers, Accountants, Procurement Officers, Courts Administrators, advocates and litigants (Registrar, Milimani Law Court, 2022).

Table 3. 1: Target population as per each subgroup

Subgroup	Population
Directors	8
Assistant directors	8
Registrars	4
Human Resource Officers	9
ICT Officers	10
Program Officers	8
Accountants	10
Procurement Officers	10
Court Administrators	8
Advocates	5
Litigants	50
Total	230

3.4 Sample Size and Sampling Technique

The study employs a probability approach known as simple random sampling. It also aids in categorizing responders for the purpose of gathering data. Sample size was determined, and the process for doing so is outlined below.

3.4.1 Sample Size

The survey questionnaires were administered to a sub-set of a population chosen for research in order to reflect the entire population (Kotler & Armstrong, 2006). Sample size for this study utilized the formula by Mugenda and Mugenda (2003) as follows:

$$n = \frac{N}{1 - N(e)^2}$$

Where,

n is the sample size for the study

N is the study population

e is the level of precision

N=230

e=10%

Therefore, n will be = 230

$$\frac{230}{1 - 230(0.10)^2}$$

$$= 70$$

3.4.2 Sampling Procedure

Because when population is made up of multiple subgroups with dramatically differing numbers, the stratified sampling method was employed to arrive at a sample. The number of people in each category is attained by their proportion in the overall population. This research utilized the formulae below in coming up with representative sample:

$$\frac{\text{Total number of respondents in each group} \times \text{sample size}}{\text{Target population}}$$

3.5 Research Instruments

A questionnaire was utilized for data collection in this study since it is easier to send to many people at once and get data instantly which can be quantified, either via simple box counting or content analysis if responses are in narration form. Questionnaires were utilized a Likert with 5 points scale to assess the impact of the factors Influencing ICT system implementation in the Kenyan Judiciary, with 1 inferring to a strong disagreement and 5 denoting a strong agreement. The greater the effect of a variable on the adoption of an ICT system in the judiciary, the higher the grade.

The demographic information of the respondents was collected in Section A of the questionnaire. The major goal of this part was to gather basic information on each respondent as well as the organization. Section B looked at how the availability of ICT infrastructure affects the implementation of E-filing System in the judiciary, while Section C looked at how the availability of financial resources affects the implementation of E-filing System in the judiciary. The impact of

staff competencies on the installation of E-filing System in the judiciary was assessed in Section D. Section E looked at how top management support affects ICT deployment.

3.5.1 Pilot Testing of Instruments

Researcher pretested questionnaires for validity and reliability. According to Mugenda and Mugenda (2003) a sample of 10 percent obtained from 70 participants to get 7 respondents is enough for piloting the study. This helped the researcher adjust the tools to eliminate ambiguity in the questionnaire.

3.5.2 Validity of Instruments

The contents and conceptualization validity of the study instrument was the focus of this section. Construct validity, as per Mugenda & Mugenda (2003) measures how relevant and accurate data received from a tool is, and it epitomizes the conceptual framework. The level to which data gathered with a given instrument represents certain indicators or the substance of a particular idea is known as content validity. It helps in determining if questionnaires achieved to capture whatever is in objectives and later on it was checked for content as well as construct validity with the help of the allocated supervisor.

3.5.3 Reliability of Instruments

The research employed the split-half technique to verify internal consistency. The approach evaluates the extent to which all components of a test equally contribute to the outcome (Mugenda & Mugenda, 2010). This can be obtained making a comparison of the outcomes of one half of a test to the outcomes of the other remaining half. The split-half approach is a simple and quick strategy to show dependability. It can, however, only be successful with big questionnaires that assess the same concept. Consequently, it might be unsuitable for tests that measure different constructs.

3.6 Data Collection Procedure

This research utilized both primary data and secondary data as well as both open ended and closed ended questionnaires were employed. Two research assistants were trained and deployed to help the researcher in administering questionnaires for gathering information. Duration of gathering data was 48 hours whereby the assistants were available to help in cases where clarification is needed on questions to maximize responses.

3.7 Data Analysis Techniques

The moment questionnaires are taken back from respondents, they were sorted out, grouped and analysis conducted descriptively in order to evaluate meaningfully the scores from the 5-point Likert scale. Thereafter, the researcher determined the associations that exist between the variables with assistance of SPSS V.25 for Windows. Graphs and frequency tables were utilized in presenting the study findings.

3.8 Ethical Considerations

Beneficence, and fairness are the three fundamental ethical standards in study that the scholar followed (Kothari, 2004). This implies that the interviewees were ensured of anonymity, that the information gleaned from them must be used exclusively for the purposes of the study, and that their involvement in the survey was entirely voluntary. Respondents were also notified that the starting position was communicated with anybody who desires to learn more about the literature review. The NACOSTI were asked for permission to conduct the planned study.

3.9 Operational Definitions of Variables

A presentation of operational definition of study variables is as shown in Table 3.2.

Table 3. 2: Operational Definition of Variables

Research Objectives	Type of Variable	Indicator	Measure	Data Collection	Level of scale	Approach of analysis	Level of analysis
To determine the influence of resource availability on project implementation of E-filing System in Judiciary in Milimani Law Courts.	Independent: Availability of infrastructural facilities	Availability of computers Availability of printers and external storage devices like flash disks	Number of computers allocated to Number of printers and storage devices	Questionnaire	Nominal Ordinal	Qualitative & Quantitative	Descriptive Analysis using Tables and percentages
		Connection to networked systems through high speed internet connectivity	Ability to share networked information among users	Questionnaire	Nominal Ordinal	Qualitative & Quantitative	Descriptive Analysis using Tables and percentages

To determine the influence of availability of financial resources on implementation of ICT systems in Judiciary the case Milimani Law Courts.	Independent: Availability of Financial Resources	Financial resources for purchase of ICT infrastructure such as Hardware and software	Available budget for purchase of ICT equipment such as printers, scanners and copiers	Questionnaire	Nominal Ordinal	Qualitative & Quantitative	Descriptive Analysis using tables and percentages
		Financial resources to facilitate ICT staff	Staff training and skills upgrade	Questionnaire	Nominal Ordinal	Qualitative & Quantitative	Descriptive Analysis using tables and percentages
To assess the influence of staff competencies on successful implementation of E-filing System in Judiciary the case of Milimani Law Court	Independent: Staff Competencies	Staff trainings and continuous ICT literacy and refresher courses	ICT literacy trainings carried out for staff	Questionnaire	Nominal Ordinal	Qualitative and Quantitative	Descriptive Analysis using tables and percentages

		Staff Qualifications and experience	Years of experience and Certificates received	Questionnaire	Nominal Ordinal	Qualitative and Quantitative	Descriptive Analysis using tables and percentages
To establish how Top Management support influences implementation of ICT Systems in Judiciary the case of Milimani Law courts	Independent: Top Management Support	Communication	Constant update on the progress of the project	Questionnaire	Nominal Ordinal	Qualitative and Quantitative	Descriptive Analysis using tables and percentages
		Resource acquisition and allocation	Money of the E-filing System and ICT Project teams	Questionnaire	Nominal Ordinal	Qualitative and Quantitative	Descriptive Analysis using tables and percentages
		Commitment and Support	Consistent Management support	Questionnaire	Nominal Ordinal	Qualitative and Quantitative	Descriptive Analysis using tables and percentages
Implementation of E-filing Systems in Judiciary the case of Milimani Law courts	Dependent: Implementation of E-filing System in the Judiciary	Completion on time	The systems development completed within the set time	Questionnaire	Nominal Ordinal	Qualitative and Quantitative	Descriptive Analysis using tables and percentages

		Completion within budget	The project was completed within set budget	Questionnaire	Nominal Ordinal	Qualitative and Quantitative	Descriptive Analysis using tables and percentages
		Completion within scope	The project was completed having achieved its goals, deliverables and deadlines	Questionnaire	Nominal Ordinal	Qualitative and Quantitative	Descriptive Analysis using tables and percentages
		Complete utilization of E-filing System implemented	The systems are achieving the intended purposes	Questionnaire	Nominal Ordinal	Qualitative and Quantitative	Descriptive Analysis using tables and percentages

CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND INTERPRETATION OF FINDINGS

4.1 Introduction

The chapter covers the data analysis and its interpretations in regard to institutional factors influencing the project implementation of e-filing systems in the judiciary in Kenya. Covered in the chapter include questionnaire return rate, reliability analysis, resource availability, human resource capacity, stakeholder participation, management commitment, project implementation of e-filing system and finally multiple regression analysis. The presentation of the findings was done in tables and interpretation in prose.

4.2 Questionnaire Return Rate

The researcher distributed 70 questionnaires out of which 58 questionnaires were fully filled and returned back. This resulted into a questionnaire return rate of 82.9% which was significant for undertaking analysis of the data. This concurs with Mugenda and Mugenda (2003) who argued that the response should be 50% and above for data analysis in any study to be conducted.

Table 4. 1: Questionnaire Return Rate

		Response Rate
Response	58	82.9%
Non-response	12	17.1%
Total	70	100

4.3 Reliability Analysis

The research employed the split-half technique to verify internal consistency study. In this method, the study computed Guttman split-half coefficient and the results are shown in Table 4.2.

Table 4. 2: Reliability Results

	Guttman Split-Half Coefficient	Number of items
Resource availability	0.790	Reliable
Human resource capacity	0.830	Reliable
Stakeholder participation	0.874	Reliable
Management commitment	0.727	Reliable
Project implementation of E-filing System	0.822	Reliable

As per the reliability results in Table 4.2, resource availability had a Guttman split-half coefficient of 0.790, human resource capacity had a Guttman split-half coefficient of 0.830, stakeholder participation had a Guttman split-half coefficient of 0.874, management commitment had a Guttman split-half coefficient of 0.727 and project implementation of e-filing system had a Guttman split-half coefficient of 0.822. This is an indication that all the five variables were reliable since their had a Guttman split-half coefficients exceeded the threshold of 0.7. This is according to Mugenda & Mugenda, 2010) who argued that when a construct has a Guttman split-half coefficient or more than 0.7 is considered to be reliable.

4.4 Demographic Information

The researcher sought to establish the distribution of the participants in terms of their demographics. The demographic information sought included gender, age bracket and which directorate, division or court they are based in within the judiciary.

4.4.1 Participant’s Gender

The researcher required the respondents to specify their gender. The findings were as presented in Table 4.3.

Table 4. 3: Participants’ Gender

	Frequency	Percent
Male	25	43.1
Female	33	56.9
Total	58	100.0

According to the findings in Table 4.3, most of the participants were female as illustrated by 56.9% while the rest were male as shown by 43.1%. This is an indication that the study was not gender biased and hence data was collected from all the participants irrespective of their gender.

4.4.2 Participants’ Age Bracket

The researcher asked the participants to specify the age bracket they belong to. The results were illustrated in Table 4.4.

Table 4. 4: Participants’ Age Bracket

	Frequency	Percent
18-25 years	10	17.2
26-35 years	27	46.6
36-45 years	14	24.1
Above 45 years	7	12.1
Total	58	100.0

According to the results in Table 4.4, most of the participants indicated that their age bracket was 26-35 years as illustrated by 46.6%. Other participants indicated that their age brackets were 36-45 years as shown by 24.1%, 18-25 years as shown by 17.2% and above 45 years as shown by 12.1%. This is an implication that collection of data collection considered every age group and hence credible information was collected from a wide scope to investigate institutional factors influencing the project implementation of e-filing systems in the judiciary in Kenya.

4.4.3 Participants’ Directorate, Division or Court

The participants were asked to indicate the directorate, division or court they are based in within the Judiciary. The findings are illustrated in Table 4.5.

Table 4. 5: Participants’ Directorate, Division or Court

	Frequency	Percent
City court Nairobi	3	5.2
Communication directorate	1	1.7
Criminal registry	3	5.2
Directorate of HR management	14	24.1
Directorate of ICT	2	3.4
Makadara law court	2	3.4
Milimani Law courts (civil division, commercial, ELRC, criminal and Directorate of Planning and Organizational Performance)	21	36.2
Nkubu law court	3	5.2
Office of chief register	1	1.7
Siakago law court	6	10.3
Supreme court	2	3.4
Total	58	100.0

From the findings in Table 4.5, the participants indicated that they belong to Milimani Law courts (civil division, commercial, ELRC, criminal and Directorate of Planning and Organizational Performance (DPOP)) (36.2%), directorate of HR management (24.1%),

Siakago law court (10.3%), City court Nairobi (5.2%), criminal registry (5.2%), Nkubu law court (5.2%), Directorate of ICT (3.4%), Makadara law court (3.4%), Supreme court (3.4%), Communication directorate (1.7%) and Office of chief register (1.7%). This implies that the participants were drawn from judiciary and hence were in a better position to give credible information in regard to institutional factors influencing the project implementation of e-filing systems in the judiciary in Kenya.

4.5 Availability of Resources and Project Implementation of E-filing System

The research anticipated determining the influence of resource availability on project implementation of E-filing System in Judiciary in Milimani Law Courts. The participants were therefore asked to specify their level of agreement with statements linked to resource availability for project implementation of E-filing System using 1-5 Likert scale where 1 is strongly disagree (SD), 2 is disagree (D), 3 is neutral (N), 4 is agree (A) and 5 is strongly agree (SA). The results are illustrated in Table 4.6.

Table 4. 6: Agreement or Disagreement with Statements on Availability of Resources

	SD (%)	D (%)	N (%)	A (%)	SA (%)	Mean	Std. Dev.
Financial resources for the purchase of ICT infrastructure which include the hardware and software for E-filing System implementation in the courts in Milimani is adequately allocated	5.2	3.4	15.5	36.2	39.7	4.017	1.084
Funds to allocated to facilitate the activities for the ICT staff involved in the implementation E-filing are adequately allocated	5.2	8.6	6.9	41.4	37.9	3.983	1.132
Resources allocated for licenses and connectivity for systems implementation in the courts in Milimani are adequately allocated	5.2	3.4	12.1	41.4	37.9	4.035	1.059
Composite Mean						4.012	

From the results on statement that “*financial resources for the purchase of ICT infrastructure which include the hardware and software for E-filing System implementation in the courts in Milimani is adequately allocated*”, 5.2% of the participants were in strong disagreement, 3.4%

of the participants were in disagreement, 15.5% of the participants were not sure, 36.2% of the participants were in agreement and 39.7% of the participants were in strong agreement. The mean of the statement was 4.017 which was greater than composite mean of 4.012 and this implies that the statement was positively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Further concerning the statement that, *“funds allocated to facilitate the activities for the ICT staff involved in the implementation E-filing are adequately allocated”*, 5.2% of the participants were in strong disagreement, 8.6% of the participants were in disagreement, 6.9% of the participants were not sure, 41.4% of the participants were in agreement while 37.9% of the participants were in strong agreement. The mean of the statement was 3.983 which was less than composite mean of 4.012 and this implies that the statement was negatively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Finally on the statement that, *“resources allocated for licenses and connectivity for systems implementation in the courts in Milimani are adequately allocated”*, 5.2% of the participants were in strong disagreement, 3.4% of the participants were in disagreement, 12.1% of the participants were not sure, 41.4% of the participants were in agreement while 37.9% of the participants were in strong agreement. The mean of the statement was 4.035 which was greater than composite mean of 4.012 and this implies that the statement was positively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

4.6 Human Resource Capacity and Project Implementation of E-filing System

The study also sought to establish the influence of the human resource capacity on project implementation of E-filing system in Judiciary in Milimani Law Courts. The participants were therefore requested to indicate their agreement or disagreement with statements regarding the human resource capacity for project implementation of e-filing system using 1-5 Likert scale where 1 is strongly disagree (SD), 2 is disagree (D), 3 is neutral (N), 4 is agree (A) and 5 is strongly agree (SA). The findings are illustrated in Table 4.7.

Table 4. 7: Agreement or Disagreement with Statements on Human Resource Capacity

	SD (%)	D (%)	N (%)	A (%)	SA (%)	Mean	Std. Dev.
The technology acceptance among the staff posed a challenge in the implementation of e-filing system at the judiciary.	6.9	10.3	6.9	46.6	29.3	3.810	1.177
The implementation of e-filing system at the judiciary considered the staff perception and attitude	5.2	15.5	13.8	37.9	27.6	3.672	1.190
The judiciary staff are resilience and easily adopts to the technology changes	1.7	3.4	3.4	46.6	44.8	4.293	0.838
Staff trainings and continuous E-filing System literacy refresher courses impact on the implementation of E-filing System in the Milimani Courts	8.6	8.6	6.9	27.6	48.3	3.983	1.304
Staff Qualifications and experience in E-filing System influence the implementation of E-filing System in the Judiciary	1.7	3.4	12.1	27.6	55.2	4.310	0.940
The staff have sufficient capacity to support implementation of e-filing in the judiciary	6.9	10.3	10.3	27.6	44.8	3.931	1.269
There is continuous capacity building in ensuring employees acquire skills necessary for implementation of e-filing system at the judiciary.	13.8	3.4	10.3	27.6	44.8	3.862	1.395
Composite Mean						3.980	

From the findings on statement that, “*the technology acceptance among the staff posed a challenge in the implementation of e-filing system at the judiciary*”, 6.9% of the participants were in strong disagreement, 10.3% of the participants were in disagreement, 6.9% of the participants were not sure, 46.6% of the participants were in agreement while 29.3% of the participants were in strong agreement. The mean of the statement was 3.810 which was less than that composite means of 3.980 and this implies that the statement was negatively related to implementation of E-filing System in Milimani Law Courts.

Regarding the statement that, “*the implementation of e-filing system at the judiciary considered the staff perception and attitude*”, 5.2% of the participants were in strong disagreement, 15.5% of

the participants were in disagreement, 13.8% of the participants were not sure, 37.9% of the participants were in agreement while 27.6% of the participants were in strong agreement. The mean of the statement was 3.672 which was less than that composite means of 3.980 and this implies that the statement was negatively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Further on statement that “*the judiciary staff are resilience and easily adopts to the technology changes*”, 1.7% of the participants were in strong disagreement, 3.4% of the participants were in disagreement, 3.4% of the participants were not sure, 46.6% of the participants were in agreement while 44.8% of the participants were in strong agreement. The mean of the statement was 4.293 which was greater that composite mean of 3.980 and this implies that the statement was positively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Moreover, concerning the statement that, “*staff trainings and continuous E-filing System literacy refresher courses impact on the implementation of E-filing System in the Milimani Courts*”, 8.6% of the participants were in strong disagreement, 8.6% of the participants were in disagreement, 6.9% of the participants were not sure, 27.6% of the participants were in agreement while 48.3% of the participants were in strong agreement. The mean of the statement was 3.983 which was greater that composite mean of 3.980 and this implies that the statement was positively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Further on statement that “*staff qualifications and experience in E-filing System influence the implementation of E-filing System in the Judiciary*”, 1.7% of the participants were in strong disagreement, 3.4% of the participants were in disagreement, 12.1% of the participants were not sure, 27.6% of the participants were in agreement while 55.2% of the participants were in strong agreement. The mean of the statement was 4.310 which was greater that composite mean of 3.980 and this implies that the statement was positively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Further on statement that, “*the staff have sufficient capacity to support implementation of e-filling in the judiciary*”, 6.9% of the participants were in strong disagreement, 10.3% of the participants were in disagreement, 10.3% of the participants were not sure, 27.6% of the participants were in agreement while 44.8% of the participants were in strong agreement. The mean of the statement

was 3.931 which was less than that composite means of 3.980 and this implies that the statement was negatively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Finally concerning the statement that, “*there is continuous capacity building in ensuring employees acquire skills necessary for implementation of e-filing system at the judiciary*”, 13.8% of the participants were in strong disagreement, 3.4% of the participants were in disagreement, 10.3% of the participants were not sure, 27.6% of the participants were in agreement while 44.8% of the participants were in strong agreement. The mean of the statement was 3.862 which was less than that composite means of 3.980 and this implies that the statement was negatively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

4.7 Stakeholder Participation and Project Implementation of E-filing System

The study sought to assess the influence of stakeholder participation on project implementation of E-filing System in Judiciary in Milimani Law Courts. The participants were therefore requested to indicate their agreement or disagreement with statements regarding the stakeholder participation for project implementation of e-filing system using 1-5 Likert scale where 1 is strongly disagree (SD), 2 is disagree (D), 3 is neutral (N), 4 is agree (A) and 5 is strongly agree (SA). The results are illustrated in Table 4.8.

Table 4. 8: Agreement or Disagreement with Statements on Stakeholder Participation

	SD	D	N	A	SA	Mean	Std.
	(%)	(%)	(%)	(%)	(%)		Dev.
The implementation of e-filing has taken into account the involvement of external stakeholders the judiciary	5.2	3.4	12.1	53.4	25.9	3.914	0.996
There was a clear technique for stakeholders’ identification in the implementation of e-filing at the judiciary	5.2	12.1	8.6	50	24.1	3.759	1.113
Stakeholders’ characteristics that could had values to performance of e-filing was considered in its implementation at the judiciary	5.2	5.2	12.1	44.8	32.8	3.948	1.067
Stakeholders’ participation has been involved at different levels	8.6	10.3	12.1	36.2	32.8	3.741	1.264
Various Participatory techniques were adopted based on the nature of stakeholder.	13.8	5.2	6.9	32.8	41.4	3.828	1.391
Composite Mean						3.838	

As per the findings concerning the statement that, “*the implementation of e-filing has taken into account the involvement of external stakeholders the judiciary*”, 5.2% of the participants were in strong disagreement, 3.4% of the participants were in disagreement, 12.1% of the participants were not sure, 53.4% of the participants were in agreement while 25.9% of the participants were in strong agreement. The mean of the statement was 3.914 which was greater than that composite means of 3.838 and this implies that the statement was positively related to implementation of E-filing System in Judiciary in Milimani Law Courts

Further on statement that, “*there was a clear technique for stakeholders’ identification in the implementation of e-filing at the judiciary*”, 5.2% of the participants were in strong disagreement, 12.1% of the participants were in disagreement, 8.6% of the participants were not sure, 50% of the participants were in agreement while 24.1% of the participants were in strong agreement. The mean of the statement was 3.759 which was less than that composite means of 3.838 and this implies that the statement was negatively related to implementation of E-filing System in Judiciary in Milimani Law Courts

Regarding the statement that, “*stakeholders’ characteristics that could had values to performance of e-filing was considered in its implementation at the judiciary*”, 5.2% of the participants were in strong disagreement, 5.2% of the participants were in disagreement, 12.1% of the participants were not sure, 44.8% of the participants were in agreement while 32.8% of the participants were in strong agreement. The mean of the statement was 3.948 which was greater than that composite means of 3.838 and this implies that the statement was positively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Moreover, regarding the statement that, “*stakeholders’ participation has been involved at different levels*”, 8.6% of the participants were in strong disagreement, 10.3% of the participants were in disagreement, 12.1% of the participants were not sure 36.2% of the participants were in agreement while 32.8% of the participants were in strong agreement. The mean of the statement was 3.741 which was less than that composite means of 3.838 and this implies that the statement was negatively related to implementation of E-filing System in Judiciary in Milimani Law Courts

Finally, on statement tha, “*various participatory techniques were adopted based on the nature of stakeholder*”, 13.8% of the participants were in strong disagreement, 5.2% of the participants were

in disagreement, 6.9% of the participants were not sure, 32.8% of the participants were in agreement while 41.4% of the participants were in strong agreement. The mean of the statement was 3.828 which was less than that composite means of 3.838 and this implies that the statement was negatively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

4.8 Management Commitment and Project Implementation of E-filing System

The research intended to establish the influence of management commitment on project implementation of E-filing System in the Judiciary of Kenya. The participants were therefore requested to indicate their agreement or disagreement with statements regarding the management commitment for project implementation of e-filing system using 1-5 Likert scale where 1 is strongly disagree (SD), 2 is disagree (D), 3 is neutral (N), 4 is agree (A) and 5 is strongly agree (SA). The findings are illustrated in Table 4.9.

Table 4. 9: Agreement or Disagreement with Statements on Management Commitment

	SD	D	N	A	SA	Mean	Std.
	(%)	(%)	(%)	(%)	(%)		Dev.
There is clear communication to staff on the implementation of new E-filing System to launched	10.3	3.4	8.6	43.1	34.5	3.879	1.229
E-filing System and ICT Projects are adequately funded by the top management	0	13.8	12.1	43.1	31	3.914	0.996
There is clarity in the vision, mission and objectives of the Judiciary	0	5.2	3.4	48.3	43.1	4.293	0.773
The top management are committed and fully support implementation of E-filing System in the Judiciary	1.7	1.7	8.6	60.3	27.6	4.103	0.765
Composite Mean						4.047	

As per the findings on statement that, “*there is clear communication to staff on the implementation of new e-filing system to launched*”, 10.3% of the participants were in strong disagreement, 3.4% of the participants were in disagreement, 8.6% of the participants were not sure, 43.1% of the participants were in agreement while 34.5% of the participants were in strong agreement. The mean of the statement was 3.879 which was less than that composite means of 4.047 and this implies that the statement was negatively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Regarding the statement that, “*e-filing system and ICT projects are adequately funded by the top management*”, 13.8% of the participants were in disagreement, 12.1% of the participants were not sure, 43.1% of the participants were in agreement while 31% of the participants were in strong agreement. The mean of the statement was 3.914 which was less than that composite means of 4.047 and this implies that the statement was negatively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Concerning the statement that, “*there is clarity in the vision, mission and objectives of the Judiciary*”, 5.2% of the participants were in disagreement, 3.4% of the participants were not sure, 48.3% of the participants were in agreement while 43.1% of the participants were in strong agreement. The mean of the statement was 4.293 which was greater than that composite means of 4.047 and this implies that the statement was positively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

Finally on statement that, “*the top management are committed and fully support implementation of e-filing system in the judiciary*”, 1.7% of the participants were in strong disagreement, 1.7% of the participants were in disagreement, 8.6% of the participants were not sure, 60.3% of the participants were in agreement while 27.6% of the participants were in strong agreement. The mean of the statement was 4.103 which was greater than that composite means of 4.047 and this implies that the statement was positively related to implementation of E-filing System in Judiciary in Milimani Law Courts.

4.9 Project Implementation of E-filing System

The participants were therefore requested to indicate their agreement or disagreement with statements regarding the project implementation of e-filing system in Judiciary in Milimani

Law Courts using 1-5 Likert scale where 1 is strongly disagree (SD), 2 is disagree (D), 3 is neutral (N), 4 is agree (A) and 5 is strongly agree (SA). The results are illustrated in Table 4.10.

Table 4. 10: Agreement or Disagreement with Statements on Project Implementation of E-filing System

	SD (%)	D (%)	N (%)	A (%)	SA (%)	Mean	Std. Dev.
Implementation of E-filing system in the Judiciary has increased expeditious delivery of justice to Kenyans.	0	1.7	10.3	39.7	48.3	4.345	0.739
Implementation of E-filing System has improved efficiency in expeditious delivery of Justice	1.7	0	1.7	43.1	53.4	4.466	0.706
The use of E-filing System has influenced case clearance rate	1.7	5.2	10.3	48.3	34.5	4.086	0.904
Implementation of E-filing System has improved efficiency in collection of fee and fines	1.7	1.7	5.2	43.1	48.3	4.345	0.807
Implementation of E-filing System has improved digital literacy in the Judiciary.	3.4	3.4	5.2	27.6	60.3	4.379	0.988
Composite Mean						4.324	

From the findings in Table 4.10, the participants were in agreement that implementation of e-filing system in the judiciary has increased expeditious delivery of justice to Kenyans as shown by a mean of 4.345 and that implementation of e-filing system has improved efficiency in expeditious delivery of Justice as shown by 4.466. The means of the statements were greater than composite mean of 4.324.

Further the participants were in agreement that implementation of e-filing system has improved efficiency in collection of fee and fines as shown by a mean of 4.345 and that implementation of e-filing system has improved digital literacy in the Judiciary as shown by a mean of 4.379 The means of the statements were greater than composite mean of 4.324. However, the mean of 4.086 for statement that the use of e-filing system has influenced case clearance rate was less than composite mean of 4.324.

4.10 Multiple Regression Analysis

The multiple regression analysis was done in this study to determine how institutional factors influences the project implementation of e-filing systems in the judiciary in Kenya. The results are presented in table 4.11. 4.12 and 4.13.

Table 4. 11: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error
1	.880 ^a	.774	.757	.318

From the model summary, the R-square was 0.774 which implies that 77.4% of the changes in project implementation of e-filing systems in the judiciary in Kenya was contributed by availability of resources, human resource capacity, stakeholders' participation and management commitment. Other institutional factors like monitoring and evaluation contributed to 22.6% of the changes in project implementation of e-filing systems in the judiciary in Kenya.

Table 4. 12: ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	18.453	4	4.613	45.499	.000 ^b
	Residual	5.374	53	.101		
	Total	23.826	57			

From the ANOVA table, the computed F was 45.499 and sig. value was 0.000. Because the computed F exceeded the F-critical (2.5463), then the regression model was significant. This implies that success in project implementation of e-filing systems in the judiciary in Kenya could be significantly predicted by availability of resources, human resource capacity, stakeholders' participation and management commitment.

Table 4. 13: Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.201	.365		3.291	.002
	Availability of resources	.543	.044	.856	12.396	.000
	Human resource capacity	.684	.053	.864	12.837	.000
	Stakeholders' participation	.541	.045	.851	12.105	.000
	Management commitment	.771	.057	.875	13.527	.000

From the regression model, the following equation was generated:

$$Y = 1.201 + 0.543 X_1 + 0.684 X_2 + 0.541 X_3 + 0.771 X_4$$

Where:

Y = Project implementation of e-filing systems

X₁ = Availability of resources

X₂ = Human resource capacity

X₃ = Stakeholders' participation

X₄ = Management commitment

From the findings, the study established that availability of resources has a significant influence on project implementation of e-filing systems in the judiciary in Kenya (B=0.543; p=0.000). The study also found that human resource capacity has a significant influence on project implementation of e-filing systems in the judiciary in Kenya (B=0.684; p=0.000). The study also revealed that stakeholders' participation has a significant influence on project implementation of e-filing systems in the judiciary in Kenya (B=0.541; p=0.000). Finally, the study established that management commitment has a significant influence on project implementation of e-filing systems in the judiciary in Kenya (B=0.771; p=0.000). Generally, the study established that management commitment had the greatest influence on project implementation of e-filing systems in the judiciary in Kenya followed by human resource capacity, then availability of resources while stakeholder participation had the least influence on project implementation of e-filing systems in the judiciary in Kenya.

CHAPTER FIVE

SUMMARY OF FINDINGS, DISCUSSION OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1 Introduction

The chapter gives a summary of findings, discussion of findings, conclusions and recommendation in attempt to investigate the institutional factors that influence the project implementation of e-filing systems in the judiciary in Kenya. The conclusions and recommendations were founded on the study objectives and deduced from the study results.

5.2 Summary of Findings

The study anticipated determining the influence of resource availability on project implementation of E-filing System in Judiciary in Milimani Law Courts. The study established that availability of resources has a significant influence on project implementation of e-filing systems in the judiciary in Kenya ($B=0.543$; $p=0.000$). It was found that financial resources for the purchase of ICT infrastructure which include the hardware and software for E-filing System implementation in the courts in Milimani is adequately allocated. The study also established that funds to allocated to facilitate the activities for the ICT staff involved in the implementation E-filing are adequately allocated. The study further established that resources allocated for licenses and connectivity for systems implementation in the courts in Milimani are adequately allocated.

The study also sought to establish the influence of the human resource capacity on project implementation of E-filing system in Judiciary in Milimani Law Courts. The study also found that human resource capacity has a significant influence on project implementation of e-filing systems in the judiciary in Kenya ($B=0.684$; $p=0.000$). The study established that the technology acceptance among the staff posed a challenge in the implementation of e-filling system at the judiciary and that the implementation of e-filling system at the judiciary considered the staff perception and attitude. The study also found that the judiciary staff are resilience and easily adopts to the technology changes and that staff trainings and continuous e-filing system literacy refresher courses impact on the implementation of e-filing system in the Milimani Courts. The study revealed that staff qualifications and experience in e-filing System influence the implementation of e-filing system in the Judiciary. The study further established

that there is continuous capacity building in ensuring employees acquire skills necessary for implementation of e-filing system at the judiciary.

The study sought to assess the influence of stakeholder participation on project implementation of E-filing System in Judiciary in Milimani Law Courts. The study also revealed that stakeholders' participation has a significant influence on project implementation of e-filing systems in the judiciary in Kenya ($B=0.541$; $p=0.000$). The study established that the implementation of e-filing has taken into account the involvement of external stakeholders the judiciary and that there was a clear technique for stakeholders' identification in the implementation of e-filing at the judiciary. The study also found that stakeholders' characteristics that could had values to performance of e-filing was considered in its implementation at the judiciary. Additionally, the study established that stakeholders' participation has been involved at different levels and that various participatory techniques were adopted based on the nature of stakeholder.

The study sought to determine the influence of management commitment on project implementation of E-filing System in the Judiciary of Kenya. The study established that management commitment has a significant influence on project implementation of e-filing systems in the judiciary in Kenya ($B=0.771$; $p=0.000$). The study established that there is clear communication to staff on the implementation of new e-filing system to launched and that e-filing system and ICT projects are adequately funded by the top management. The study also found that there is clarity in the vision, mission and objectives of the Judiciary and that the top management are committed and fully support implementation of e-filing system in the judiciary.

5.3 Discussion of Findings

5.3.1 Resource Availability and Project Implementation of E-filing System

The study found that resource availability has a significant influence on project implementation of E-filing System in Judiciary in Milimani Law Courts. The study established that financial resources for the purchase of ICT infrastructure which include the hardware and software for E-filing System implementation in the courts in Milimani is adequately allocated. The study also established that funds to allocated to facilitate the

activities for the ICT staff involved in the implementation E-filing are adequately allocated. The study further established that resources allocated for licenses and connectivity for systems implementation in the courts in Milimani are adequately allocated. The findings agree with Tusubira and Mulira (2009) who in their study stated that the cost of purchasing equipment to be used in computerization was quite prohibitive for most Government agencies in developing countries. The Agencies that have budgetary allocation in terms of funds needed to purchase this ICT hardware and equipment then routine maintenance and servicing them becomes impossible due to limited budgetary allocation from the National Treasury. The findings also concur with Pearlson, Saunders & Galletta, 2016) who argued that information system execution consists of investment of capital and usually has implication in the entire organization. Ineffective investments in information systems have the potential to put the company's future in jeopardy due to the fact that a technical glitch in the IS can have a significant and detrimental effect on the company's operations.

5.3.2 Human Resource Capacity and Project Implementation of E-filing System

The study established that human resource capacity has a significant influence on project implementation of E-filing system in Judiciary in Milimani Law Courts. The study established that the technology acceptance among the staff posed a challenge in the implementation of e-filing system at the judiciary and that the implementation of e-filing system at the judiciary considered the staff perception and attitude. The study also found that the judiciary staff are resilience and easily adopts to the technology changes and that staff trainings and continuous E-filing System literacy refresher courses impact on the implementation of E-filing System in the Milimani Courts. The study revealed that staff qualifications and experience in e-filing System influence the implementation of E-filing System in the Judiciary and that the staff have sufficient capacity to support implementation of e-filing in the judiciary. The study further established that there is continuous capacity building in ensuring employees acquire skills necessary for implementation of e-filing system at the judiciary. The findings agree with Cooke-Davies (2002) who discovered that the personnel side of project execution had been overlooked. He established that people are key in every project for it to succeed. Therefore, the competence of the project personnel is significant in every project including the project managers' skills. The findings concur with Whyte (1996) who noted that project staff competency is the level to which they have the vital skills as well as knowledge to execute the needed services. The authors

discovered that Information System competency is among the most imperative characteristics of Information System success.

5.3.3 Stakeholder Participation and Project Implementation of E-filing System

The study established that the implementation of e-filing has taken into account the involvement of external stakeholders the judiciary and that there was a clear technique for stakeholders' identification in the implementation of e-filing at the judiciary. The study also found that stakeholders' characteristics that could had values to performance of e-filing was considered in its implementation at the judiciary. Additionally, the study established that stakeholders' participation has been involved at different levels and that various participatory techniques were adopted based on the nature of stakeholder. The findings concur with Toots (2019) who advocated conceptualizing e-participation systems as unpredictable and changing process innovation, with an emphasis on examining systems' interactions with their setting and stakeholders to comprehend reasons for particular outcomes. The study established that participation systems face three types of obstacles: those common to information systems initiatives, those unique to the public sector, and particular issues arising from the complex environment of participatory democracy. Because of its diversity, e-participation technologies are prone to failure and must be handled as a process of learning and adaptation as opposed to a static technological output.

5.3.4 Management Commitment and Project Implementation of E-filing System

The study established that management commitment has a significant influence on project implementation of e-filing systems in the judiciary in Kenya ($B=0.771$; $p=0.000$). The study established that there is clear communication to staff on the implementation of new E-filing System to launched and that e-filing system and ICT projects are adequately funded by the top management. The study also found that there is clarity in the vision, mission and objectives of the Judiciary and that the top management are committed and fully support implementation of e-filing system in the judiciary. The findings agree with Holland et al., (1999) who noted that top management should assist in identifying the suitable people, relieving them of other tasks, organizing them into an interdisciplinary team, and empowering them to take on the project's duty. However, a more recent study showed that top management assistance is equally beneficial in groups with high and low task dependency. The findings also corelate with Hwang and Schmidt

(2011) who argued that the commitment of managers with use of ICTs for enhanced services for the general population is top management support. It persuades all functional managers to participate in ICT-related activities, as well as influencing the attitudes of all users to accept ICTs in the company.

5.4 Conclusion

The study concluded that resource availability significantly influences project implementation of e-filing system in Judiciary in Milimani Law Courts. It was established that financial resources are need for purchasing ICT infrastructure like hardware and software to ensure efficient execution of system for e-filing in the Milimani courts. Hence there is need to ensure that there is an adequate allocation of funds for facilitating the activities for the ICT staff involved in the implementation E-filing. There is also need to allocate adequate resources for licenses and connectivity for systems implementation in the courts.

The study concluded that human resource capacity significantly influences project implementation of e-filing system in Judiciary in Milimani Law Courts. Staff need to have better perception and attitude towards implementation of e-filling system. Staff also need to resilient in adapting to change in technology changes. It was established that staff need to continuously be trained through e-filing System literacy refresher courses. It was established that experience among the staff support implementation of e-filling in the judiciary.

The study concluded that stakeholder participation significantly influences project implementation of e-filing system in Judiciary in Milimani Law Courts. There is involvement of external stakeholders in implementation of e-filling. These stakeholders are clearly identified before they are engaged. There is also consideration of stakeholders' characteristics that could add value to performance of e-filling. The stakeholders' participation has been involved at different levels through various participatory techniques adopted based on the nature of stakeholder.

The study concluded that management commitment significantly influences project implementation of e-filing systems in the judiciary in Kenya. It was deduced that there is clear communication to staff on the new e-filing system implementation and that e-filing system and ICT projects are adequately funded by the top management. It was also established there

is clarity in the vision, mission and objectives of the Judiciary and top management are committed and fully support implementation of e-filing system in the judiciary.

5.5 Recommendations

The study recommends that the government of Kenya need to continue allocating adequate funds for the judiciary specifically for implementing e-filing system. This would facilitate the courts in purchasing ICT infrastructure and employing ICT staff in a bid to ensure successful implementation of e-filing system in all courts in Kenya. There is also need for Judicial Service Commission Kenya to come up with appropriate strategies to intensify efforts in resource mobilization and resource utilization. This would a long way in promoting judicial independence and efficiency in implementation of various projects including e-filing system.

The study recommends that top leadership in judiciary in Kenya should create awareness on the importance and the need to adopt technology in form of e-filing system. This would make it easy for staff to accept the technology acceptance and also ensure efficiency in implementation of e-filing systems across all the courts in the country. There is also a need for judiciary to continue initiating staff trainings and capacity building programs to equip the staff with requisite skills on the use of e-filling system. Refreshers courses on e-filing system should also be conduct annually among every staff in judiciary.

The study further recommends that the judiciary through Judicial Service Commission Kenya need to engage every available stakeholder in implementation of e-filling system. This can be done by building strong relationships and cooperation between the judiciary and other government agencies through initiating joint seminars and workshops. There is need to engage every stakeholder in all stages of e-filing system implementation as this would create and maintain support for the project as well as reducing any potential conflicts that would cripple the project implementation.

The study recommends that top management at judiciary needs to be fully committed to supporting the implementation of e-filing systems in all courts in Kenya. This can be done by empowering the ICT department in judiciary and ensuring the staff have access to reliable internet connection and well-functioning ICT equipment like computers. The management should also ensure that the ICT department is allocate enough resources both human and financial resources. This would make

it possible for effective implementation of e-filing system in courts in Kenya.

5.6 Recommendations for Further Studies

The study was limited to Milimani law courts. Therefore, it is recommended that future scholars should seek to examine the institutional factors influencing project implementation of e-filing systems in the judiciary in Kenya based on other courts in Kenya. The study as well recommends that future researcher should seek to evaluate the challenges facing law courts in implementation of e-filing systems. There is also need for future researchers to investigate other institutional factors like monitoring and evaluation and establish their effect on implementation of e-filing systems in the judiciary in Kenya.

REFERENCES

- Ang et al., (2001) *ICT and Innovation in the Public Sector (Electronic book): European studies in the making of e-government*, Palgrave Mcmillan,
- Aryatuha (2007). Perceived usefulness, perceived ease of use and user acceptance of information technology. *MIS quarterly* 13 (3) pp 319-340.
- Bartis, E., & Mitev, N. (2008). A multiple narrative approach to information systems failure: a successful system that failed. *European Journal of Information Systems*, 17(2), 112-124.
- Byrd, T. A., & Davidson, N. W. (2003). Examining possible antecedents of IT impact on the supply chain and its effect on firm performance. *Information & Management*, 41(2), 243-255.
- Byrd, T. A., Sambamurthy, V., & Zmud, R. W. (1995). An examination of IT planning in a large, diversified public organization. *Decision Sciences*, 26(1), 49-73.
- Chen (2001). *Jurisprudence Text and Readings on the Philosophy of Law*, (West Publishing Co. St. Paul, Minn
- Clark (1991). *Information and communication technology policy in Africa: A critical analysis of rhetoric and practice*. pp. 277-290.
- Cooke-Davies, T. (2002). The “real” success factors on projects. *International journal of project management*, 20(3), 185-190.
- Davis (1989). Role of ICTS in Promotion of Good Governance: *Case for Libraries in Kenya, A paper presented in Nairobi, Kenya at KLA Annual Conference in 2007*.
- Donaldson (2001). *E-Justice in Belgium: Experiences and challenges. 6th European conference on egovernment*. Marburg, Germany.
- Hlungulu, B., Kunjuzwa, D., Ndlovu, N., Samalenge, J., Sikhumbuzo, N., Thinyane, M., & Terzoli, A. (2010, May). Technology solutions to strengthen the integration of marginalized communities into the global knowledge society. In *2010 IST-Africa* (pp. 1-11).

- Holland et al., (1999). From Blaming the Middle to Harnessing its Potential: Creating Change Intermediaries, *British Journal of Management*, Vol. 14.
- Hwang & Schmidt (2011). *Courts of the Future; Law and Information Technology*. Swedish View: An anthology produced by the IT Law Observatory of the Swedish ICT Commission. Stockholm, SOU:112, pp 225–238.
- Jakachira, B. T. (2009). *Implementing integrated e-Government functionality for a marginalized community in the Eastern Cape South Africa* (Doctoral dissertation, University of Fort Hare).
- Johare, R., Hussin, N., & Jamaludin, A. (2011). Management of court records: Functional requirements framework for electronic recordkeeping system.
- Kamal, M., Weerakkody, V., & Irani, Z. (2011). Analyzing the role of stakeholders in the adoption of technology integration solutions in UK local government: An exploratory study. *Government Information Quarterly*, 28(2), 200-210.
- Koen and Roger (2002). *Justice Systems and ICT-What Can Be Learned from Europe*. Utrecht L. Rev., 3, 129.
- Kordha, Gorica and Ahmetaj (2011). Organizational Communication Poll Findings. *Strategic Human Resource Management/ Career Journal* Vol. 10.1
- Kothari, C. R. (2004). *Research methodology: Methods and techniques*. New Age International. Adoption of electronic medical records in family practice: the providers' perspective. *Family medicine*, 41(7), 508.
- Lubua and Maharaj, (2012). Introduction: IT in developing countries. In: C. AVGEROU and G. WALSHAM, eds, *Information technology in context: Studies from the perspective of developing countries*. pp. 1-7.
- Marang'a, M. W., Kimalu, P. K., & Ochieng, M. A. (2021). Effect of COVID-19 pandemic on resolution of cases in courts: The Kenyan Judiciary. Research Paper No. 1 of 2021. The Judiciary.

- Marang'a, M., Kimalu, P., & Ochieng, M. (2021). Effect of COVID-19 Pandemic on Resolution of Cases in Courts: The Kenyan Judiciary. *Marang'a, MW, Kimalu, PK, & Ochieng, MA (2021). Effect of COVID-19 pandemic on resolution of cases in courts: The Kenyan Judiciary. Research Paper, (1).*
- Marzouki, A., Mellouli, S., & Daniel, S. (2022). Understanding issues with stakeholders participation processes: A conceptual model of SPPs' dimensions of issues. *Government Information Quarterly, 39(2)*, 101668.
- McCarthy, S., Rowan, W., Lynch, L., & Fitzgerald, C. (2020). Blended stakeholder participation for responsible Information Systems Research. *Communications of the Association for Information Systems, 124-149.*
- Miriam et al., (2009). Acts of faith: instinct, value and IT investments. *Journal of Information Technology, 15(3)*, pp. 18.Mar.2004-pp. 231-241.
- Mugenda, O. M., & Mugenda, A. G. (2003). Qualitative and quantitative approaches. *Research Methods Africa Center for Technology Studies (Acts) Press. Nairobi Kenya.*
- Mugenda, O. M., & Mugenda, A. G. AG (2008) Research Methods: Quantitative and Qualitative Approaches: Nairobi. *African Centre for Technology Studies.*
- Mulwa, P. M. (2020). *The Effects of Magistrates' Transfer on the Administration of Justice in Kenya-a Case Study of Courts in Nairobi City County* (Doctoral dissertation, University of Nairobi).
- Mwita (2007). "A framework for e-government: privacy implications", *Business Process Management Journal, Vol. 12 Iss: 1, pp.48 – 60*
- Mwitia, N. M. (2017). *Factors influencing implementation of ICT projects in government agencies: a case of Nairobi County, Kenya* (Doctoral dissertation, University of Nairobi).
- Reiling, (2010). *Information and communication technology policy in Africa: A critical analysis of rhetoric and practice. pp. 277-290.*
- Shollei, B.G. (2009). Practical Use Of Computers In The Judiciary. Paper To Be Presented At The Judicial Training Institute In Nairobi Kenya, August 2009

- Terry, A. L., Giles, G., Brown, J. B., Thind, A., & Stewart, M. (2009). *Supporting Commercial Justice Sector Reforms IDLO Quarterly Report 29 August 2019*
- Toots, M. (2019). Why E-participation systems fail: The case of Estonia's Osale. ee. *Government Information Quarterly*, 36(3), 546-559.
- Tseng et al (2008). The impact of information technology on supply chain capabilities and firm performance: *resource-based view*. *Ind. Mark. Manag.*2006, 35, 493–504.
- Tusubira and Mulira (2009). *Electronic Government: Challenges must be addressed effective leadership and management*.
- Uwadia, C. O., Ifinedo, P. E., Nwamarah, G. M., Eseyin, E. G., & Sawyerr, A. (2006). Risk factors in the collaborative development of management information systems for Nigerian universities. *Information Technology for Development*, 12(2), 91-111.
- Velicogna M. (2010). ICT within the Court in the E-justice Era. Research Institute on Judicial Systems of the Italian National Research Council. *Utrecht law review*, 3, 1, 2007, pp.130-137.
- Velicogna M.,(2007). Justice Systems and ICT. <http://www.utrechtlawreview.org/> Volume 3, issue 1 (June)2007
- Velicogna, (2007); Gichoya, (2005; Orna, (2004). The Role of Knowledge and Capability Evaluation in E-Business Strategy: *An Integrative Approach and Case Illustration*. *SAM Advanced Management Journal*, Vol. 71.
- Waugh (1991). Organization Communication, Job Satisfaction and Turn-over among Psychiatric Technicians, *Journal of Applied Psychology*. 59:603-609.
- Wee, (2000). ICT Development and Corruption: *An Empirical Study*.
- Whyte, G., & Bytheway, A. (1996). Factors affecting information systems' success. *International journal of service industry management*

APPENDICES

Appendix 1: Introductory letter

Omollo Chrispine Omollo

UON

Dear Sir/Madam

I am a post graduate student at the University of Nairobi Pursuing Master Degree in Project Planning and Management. I am expected to present a research report on “Institutional Factors Influencing Project Implementation of E-Filing System in The Judiciary in Kenya: The Case of Milimani Law Courts.”

As a result, please fill out the attached questionnaire to give the required information. The information you submit will be used solely for academic reasons and held in strict confidence.

On request, a copy of the document will be provided.

Yours faithfully,

Omollo Chrispine Omollo

L50/35441/2019

Appendix II: Questionnaire for Judiciary Employees and Stakeholders

Section A: Demographic information

1. Select your appropriate gender:

Male ()

Female ()

2. Indicate your age bracket:

18-25 years()

26-35 years ()

36-45 years()

Above 45 years ()

3. Which Directorate, Division or Court are you based in within the Judiciary?

.....

Section B: The influence of the availability of resources on project implementation of E-filing System in Judiciary

On a 5-point scale, please indicate your agreement or disagreement, hesitation, or dissatisfaction with each of the above things. In the most suitable column, place an x. When replying, use the key below. (SA) =5, (A) =4, (N) =3, (D) =2, (SD) =1

Resources	SA	A	N	D	SD
Financial resources for the purchase of ICT infrastructure which include the hardware and software for E-filing System implementation in the courts in Milimani is adequately allocated					
Funds to allocated to facilitate the activities for the ICT staff involved in the implementation E-filing are adequately allocated					

Resources allocated for licenses and connectivity for systems implementation in the courts in Milimani are adequately allocated					
---	--	--	--	--	--

Section C: The influence of human resource capacity on successful implementation of E-filing System in Judiciary

On a 5-point scale, please indicate your agreement or disagreement, hesitation, or dissatisfaction with each of the above things. In the most suitable column, place an x. When replying, use the key below. (SA) =5, (A) =4, (N) =3, (D) =2, (SD) =1

Human resource	SA	A	N	D	SD
The technology acceptance among the staff posed a challenge in the implementation of e-filing system at the judiciary.					
The implementation of e-filing system at the judiciary considered the staff perception and attitude					
The judiciary staff are resilience and easily adopts to the technology changes					
Staff trainings and continuous E-filing System literacy refresher courses impact on the implementation of E-filing System in the Milimani Courts					
Staff Qualifications and experience in E-filing System influence the implementation of E-filing System in the Judiciary					
The staff have sufficient capacity to support implementation of e-filing in the judiciary					
There is continuous capacity building in ensuring employees acquire skills necessary for implementation of e-filing system at the judiciary.					

Section D: The influence of stakeholders’ participation on successful implementation of E-filing System in Judiciary

On a 5-point scale, please indicate your agreement or disagreement, hesitation, or dissatisfaction with each of the above things. In the most suitable column, place an x. When replying, use the key below. (SA) =5, (A) =4, (N) =3, (D) =2, (SD) =1

	SA	A	N	D	SD
The implementation of e-filing has taken into account the involvement of external stakeholders the judiciary					
There was a clear technique for stakeholders’ identification in the implementation of e-filing at the judiciary					
Stakeholders’ characteristics that could had values to performance of e-filing was considered in its implementation at the judiciary					
Stakeholders’ participation has been involved at different levels					
Various Participatory techniques were adopted based on the nature of stakeholder.					

Section E: Management commitment influences implementation of E-filing Systems in Judiciary

On a 5-point scale, please indicate your agreement or disagreement, hesitation, or dissatisfaction with each of the above things. In the most suitable column, place an x. When replying, use the key below. (SA) =5, (A) =4, (N) =3, (D) =2, (SD) =1

Top Management	SA	A	N	D	SD
There is clear communication to staff on the implementation of new E-filing System to launched					

E-filing System and ICT Projects are adequately funded by the top management					
There is clarity in the vision, mission and objectives of the Judiciary					
The top management are committed and fully support implementation of E-filing System in the Judiciary					

Section F: Implementation of E-filing System in the Judiciary of Kenya

On a 5-point scale, please indicate your agreement or disagreement, hesitation, or dissatisfaction with each of the above things. In the most suitable column, place an x. When replying, use the key below. (SA) =5, (A) =4, (N) =3, (D) =2, (SD) =1

Implementation of ICT Systems	SA	A	N	D	SD
Implementation of E-filing system in the Judiciary has increased expeditious delivery of justice to Kenyans.					
Implementation of E-filing System has improved efficiency in expeditious delivery of Justice					
The use of E-filing System has influenced case clearance rate					
Implementation of E-filing System has improved efficiency in collection of fee and fines					
Implementation of E-filing System has improved digital literacy in the Judiciary.					

Thank you for your co-operation and time



REPUBLIC OF KENYA

Ref No: 731526



Date of Issue: 06/December/2022

RESEARCH LICENSE



This is to Certify that Mr.. Chrispine Omollo Omollo of University of Nairobi, has been licensed to conduct research as per the provision of the Science, Technology and Innovation Act, 2013 (Rev.2014) in Nairobi on the topic: INSTITUTIONAL FACTORS INFLUENCING PROJECT IMPLEMENTATION OF E-FILING IN THE JUDICIARY IN KENYA: A CASE OF MILIMANI LAW COURTS for the period ending : 06/December/2023.

License No: NACOSTIP/22/22595

731526 Applicant Identification Number

W. Mutembo

Director General NATIONAL COMMISSION FOR SCIENCE, TECHNOLOGY & INNOVATION

Verification QR Code



NOTE: This is a computer generated License. To verify the authenticity of this document, Scan the QR Code using QR scanner application.

See overleaf for conditions

