# Evaluation of ICT Skills Appropriateness: A Survey of Technical Staff at the Directorate of e-Government in Kenya

Joseph Ogutu
University of Nairobi
P.O Box 30197
00200 Nairobi
+254722601226
jogutu@uonbi.ac.ke

Erastus Nzioka
University of Nairobi
P.O Box 30197
00200 Nairobi
+254722766698
nziokaerustus@yahoo.com

## ABSTRACT

This paper reports on a survey conducted to evaluate ICT skills appropriateness at the Directorate of e-Government in Kenya. The target population included all the ICT technical personnel in the established forty two (42) ministries at the Directorate of e-Government in Kenya but now merged into 22 Government Ministries under the new Constitution of Kenya (2010). The survey adopted a descriptive research design with primary data gathered through self-administered questionnaires. The key results were: the Directorate identified core skills required for a specific role of the government at all times; the assessment methods were regarded as very appropriate as they helped the Directorate in identifying the skills possessed; the ICT skills-sets were effective in equipping the staff with the necessary skills required; and that the ICT skills were being adequately utilized by the staff in their current employment. The study concludes that the most used skills assessment method was supervisor assessment method and that demonstration and self assessment methods were the most important skills assessment methods. The study further concludes that e-service delivery and fundamentals of ICT modules were well understood by the e-government ICT staff and that all the existing modules were relevant and important in enabling service delivery at the Ministry level.

## Categories and Subject Descriptors

J.1 [Computer Applications]: Administrative Data Processing - government

K.3.3 [Computers and Education]: Computer and Information Science Education – *literacy, curriculum, self-assessment.*
K.4.3 [Computers and Society]: Organizational Impact – *Automation, employment.*

K.6.1 [Management of Computing and Information Systems]. Project and People Management – *Training, Staffing*

K.7.1 [the Computing Profession]: *Occupations, Organizations*

## General Terms

Management, Measurement, Performance, Standardization,

## Keywords

e-Government, Information and Communication Technology, Skills, Appropriateness.

## 1. INTRODUCTION

Information and Communications Technology (ICT) is an integral component of government operations and service delivery. ICT is increasingly used as a strategic tool to more efficiently support any Government's priorities and program delivery. Government organizations have public functions that are of general interest to citizens and businesses. While exercising their tasks like research, policy making, policy execution, democratic control, communication with the citizens, and internal administrative processes, information emerges. The use of Information and Communication Technology increases the possibility of providing this information regardless of place and time.

E-Government information can be acquired by the use of a computer and a communication network. It therefore allows easier policy coordination among ministerial departments, public agencies, and layers of government (Leitner, 2003). ICT has changed the way most business units in the private sector conduct their operations by reducing costs and simplifying processes as some of the benefits reaped by the private sector through improved technology usage. The e-Government initiative focuses on increasing efficiency and at the same time reducing operational costs of public services offered. All government agencies need to be equipped to quick start public services delivery through e-Government if there are appropriate employees with the required ICT skills.

In order to have a successful e-Government, the ICT solutions, which are at the very core of the e-Government infrastructure, have to be reachable by all citizens (Reffat, 2006). The emergence of ICT has provided means for faster and better communication, efficient storage, retrieval and processing of data and exchange and utilization of information to its users, be they individuals, groups, businesses, organizations or governments. ICTs have to be used in order to create and deliver a service, which is useful and has an effective impact for the businesses and for the citizens.

The Kenyan government is moving towards becoming more efficient operationally by collaborating across traditional departments and has to become more responsive towards its citizens' needs. The government faces an increased pressure to establish an effective e-Government. The Directorate of e-Government together with the external consultants developed an