ABSTRACT

Organizations have to adapt ICTs to business processes. E - operations in government provide many opportunities to improve t he quality of service to the citizens. Citizens should be able to get service or information in minutes or hours, versus today's standard of days or weeks, citizens, businesses and state and local governments should be able to find required reports without having to hire the services of experts .The specific objectives for the study were to assess the extent of adoption of e - operations in Government Agencies in Kenya and to determine the relationship between e - operations and organizational performance in G overnment Agencies in Kenya. The study adopted a descriptive Research design, which ensured ease in understanding the insight and ideas about the problem. This research used both primary data and secondary data. Secondary data was obtained from Government Agencies in Kenya's information systems. Primary data was collected through semi - structured questionnaires. Primary data was collected through semi - structured questionnaires. This was done using drop and pick method to the sample of 10% 175 respondents fr om 1750 employees working in government agencies in Kenya. The data from the questionnaires and the interview schedule was coded and the response on each item put into specific main themes. The data obtained from the research instruments was analyzed by use of descriptive statistics (frequencies and percentages) and inferential statistics. Based on the above findings, the study concludes that technology was used to a large extent in various departments which include: Risk analysis, risk control, risk mo nitoring and risk assessment. From the study the researcher also conclude that, lack of top management support, management fear of technology, security issues, literacy level of customers and lack of skill by the IT personnel was a barrier to service qual ity in the department