FACTORS INFLUENCING THE IMPLEMENTATION OF E-GOVERNMENT POLICIES IN NAKURU COUNTY, KENYA

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DECLARATION

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

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This research paper has been submitted to the School of Economics, University of Nairobi for examination with our approval as university supervisors.

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ABSTRACT
The study was an assessment of the factors influencing the implementation of e-government policies in Nakuru County, Kenya. Government services are being transformed using information and communication technologies by many governments in developed and developing countries through developing, implementing and improving their strategies. The study employed a descriptive research design in the form of survey. The study population was all government employees in four government sectors; education sector, agricultural sector, financial sector and public administration sector. A sample of 80 public officers working in the four sectors and in Nakuru County was targeted. The instruments of data collection were questionnaires. Regression results indicate that there is a positive relationship between supporting infrastructure, perceived ease of use, risk and privacy, perceived usefulness and e-government use. The study recommends that the government should invest in training and awareness for e-government users. This would ensure that the users find government applications easy to use. In addition, the government should invest in support infrastructure such as investing in fast internet connections. The government may also review taxes on the acquisition of personal computers. The government should also address privacy and risk concerns. For instance, the government should put in place security mechanisms such as firewalls and passwords.