

AN EXPLORATION OF FACTORS HINDERING THE UPTAKE OF INTERNET
TECHNOLOGY: A
STUDY OF ATHI NGELANI VILLAGE, MACHAKOS COUNTY

by

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APPROVAL

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In accordance with Daystar University policies, this thesis is accepted in partial fulfilment of the requirements for the Master of Arts degree.

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DECLARATION

AN EXPLORATION OF FACTORS HINDERING THE UPTAKE OF INTERNET
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I declare that this thesis is my original work and has not been submitted to any other college or university for academic credit.

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LIST OF ABBREVIATIONS AND ACRONYMS

CAK	Communications Authority of Kenya
DOI	Diffusion Of Innovation
DUERB	Daystar University Ethics Review Board
GSMA	Global System for Mobile Communications Association
ICT	Information Communication Technology
ISPS	Internet Service Providers
ITU	International Telecommunication Union
LGBT	Lesbian, Gay, Bisexual, Transgender
NACOSTI	National Commission for Science, Technology and Innovation
OECD	Organization for Economic Cooperation and Development
SPSS	Statistical Package for the Social Sciences
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees

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ABSTRACT

This study sought to explore the factors that hinder the uptake of internet technology in Athi-Ngelani village in Machakos county. While internet connectivity is available in almost all parts of Kenya, some communities have low adaptation as a result of absent prerequisites, such as infrastructure, hardware, and digital skills. Diffusion of innovation and modernization theories formed the theoretical framework for this study. The study's objectives were to investigate Athi-Ngelani village residents' usage of internet in communication, investigate the presence of requisite conditions, such as electricity, internet enabled mobile devices, and examine the challenges of internet access and their repercussions on Athi-Ngelani residents. To obtain the study's sample from the target population, the study applied convenience sampling for the administration of the questionnaires and purposive sampling for the in-depth interviews. Data from survey was analysed using descriptive statistics and analysis of the interviews involved identifying key emergent themes. The major finding of the study was that there is hindrance to the uptake of internet technology in Athi-Ngelani due to challenges revolving around limited network coverage, outdated phone technology, inadequate digital infrastructure, a scarcity of mobile phones, lack of resources and affordability, and low computer literacy. The village faces difficulty accessing reliable network connections, hindering online connectivity and communication. The study recommends growth of digital education by the government and other policy makers to consider having proper internet infrastructure and connectivity rate extended to the rural areas. Furthermore, governments and policymakers should design flexible ways or incentives of communities accessing cheap internet and internet enabled phones.

DEDICATION

This work is dedicated to my mother for all the work she put to get me through elementary school. I pray that this shows I appreciate her invest in me. To my wife, for the many sacrifices she will make to see this work in action. To the people of Athi Ngelani village who are so close to the city yet so far, better days beckon.

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