

EFFECT OF E-GOVERNMENT ADOPTION ON PERFORMANCE OF MINISTRIES: A  
CASE OF THE MINISTRY OF INFORMATION COMMUNICATION TECHNOLOGY

by

Moses Maingi Ambutu

A thesis presented to the School of Business and Economics

of

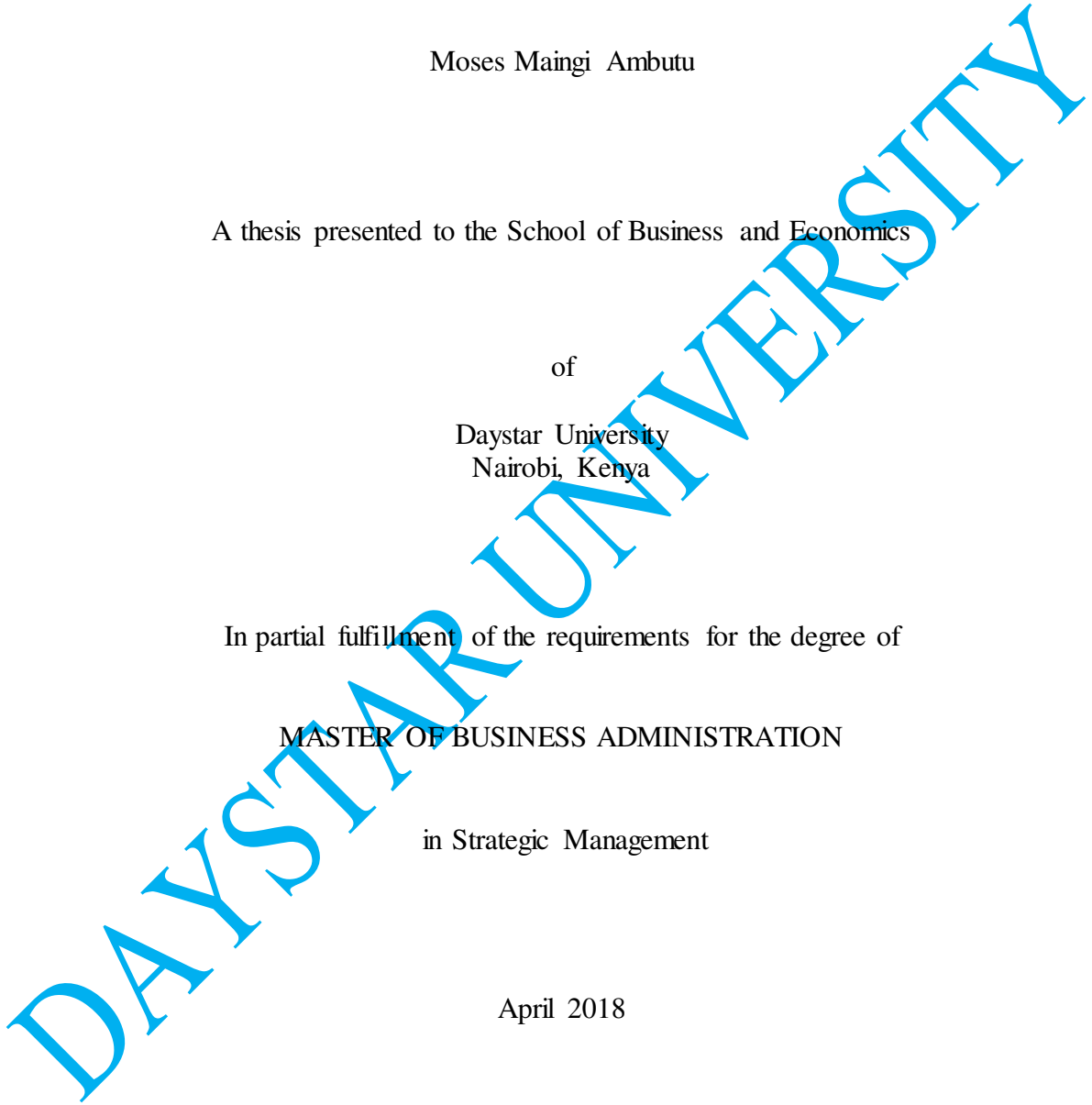
Daystar University  
Nairobi, Kenya

In partial fulfillment of the requirements for the degree of

MASTER OF BUSINESS ADMINISTRATION

in Strategic Management

April 2018



APPROVAL

EFFECT OF E-GOVERNMENT ADOPTION ON PERFORMANCE OF MINISTRIES: A  
CASE OF THE MINISTRY OF INFORMATION COMMUNICATION TECHNOLOGY

by

Moses Maingi Ambutu

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

---

Joseph Munyai, MSc,  
1<sup>st</sup> Supervisor

---

Maranga Moriasi, MBA,  
2<sup>nd</sup> Supervisor

---

Samuel Muriithi, PhD,  
HoD, Commerce Department

---

Evans Amata, PhD,  
Dean, School of Business and Economics

Copyright © 2018 Moses Maingi Ambutu

DAYSTAR UNIVERSITY

DECLARATION

EFFECT OF E-GOVERNMENT ADOPTION ON PERFORMANCE OF MINISTRIES: A  
CASE OF THE MINISTRY OF INFORMATION COMMUNICATION TECHNOLOGY

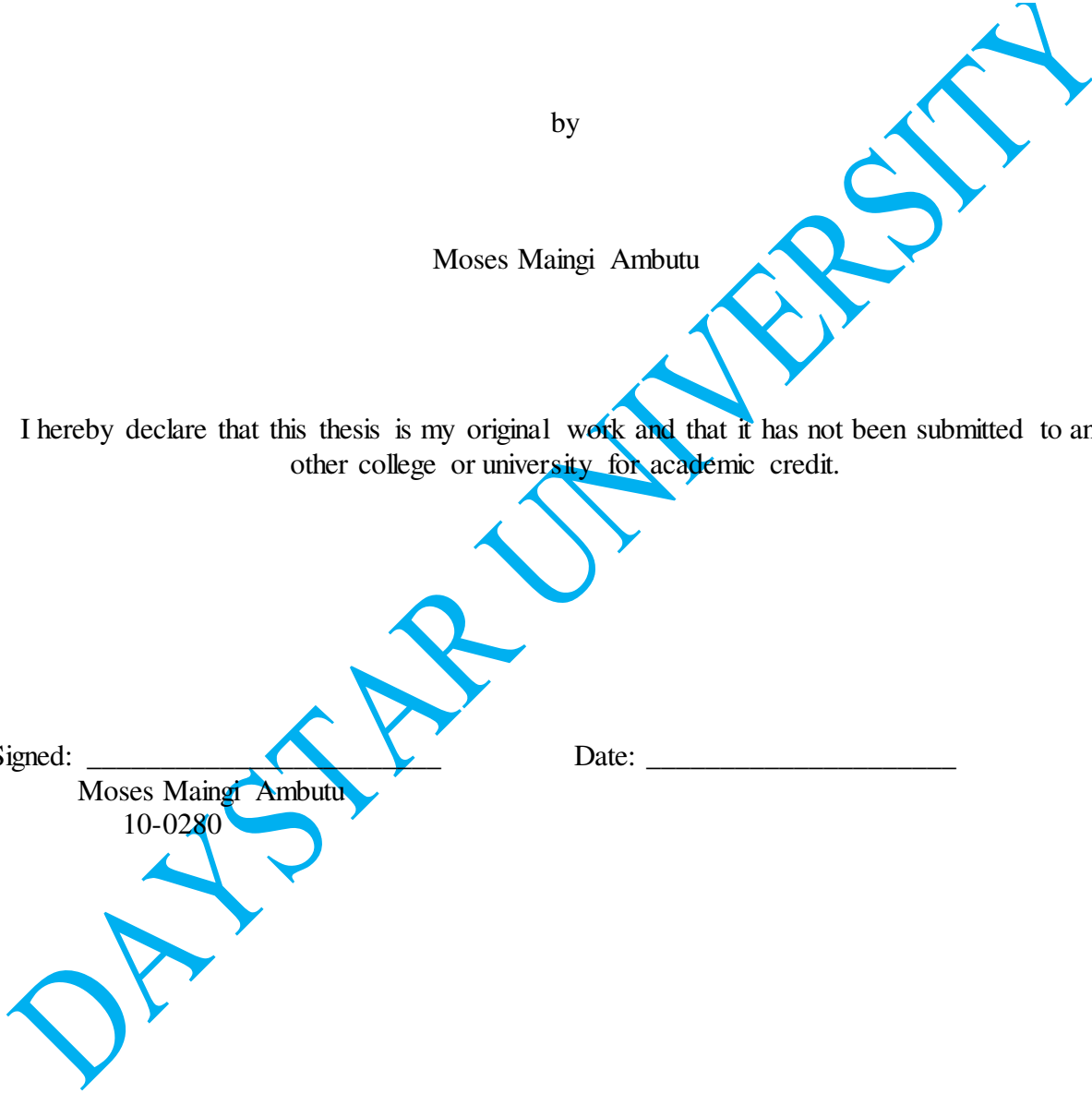
by

Moses Maingi Ambutu

I hereby declare that this thesis is my original work and that it has not been submitted to any other college or university for academic credit.

Signed: \_\_\_\_\_  
Moses Maingi Ambutu  
10-0280

Date: \_\_\_\_\_



## ACKNOWLEDGEMENTS

Firstly, I thank God Almighty, the maker and the provider of knowledge, for enabling me to complete my studies. Secondly, I am grateful to Daystar University fraternity for availing to me an opportunity to pursue a Master of Business Administration degree. I would wish to acknowledge the university supervisors, Mr. Joseph Munyao and Dr. Maranga Moriasi for their unlimited guidance during the development of this thesis. I am thankful to all the lecturers for their support, time and invaluable contribution. I am highly indebted to all my friends and colleagues who together we labored towards this worthy cause. Lastly, to all I say thank you and God's blessings be upon you.

DAYSTAR UNIVERSITY

## TABLE OF CONTENTS

APPROVAL .....	ii
DECLARATION .....	iv
ACKNOWLEDGEMENTS .....	v
TABLE OF CONTENTS .....	vi
LIST OF FIGURES .....	viii
LIST OF TABLES .....	ix
LIST OF ABBREVIATIONS AND ACRONYMS .....	x
ABSTRACT .....	xi
DEDICATION .....	xii
CHAPTER ONE .....	1
INTRODUCTION AND BACKGROUND OF THE STUDY .....	1
Introduction .....	1
Background of the Study .....	1
Problem Statement .....	6
Purpose of the Study .....	7
Objectives of the Study .....	7
Significance of the Study .....	8
Assumptions of the Study .....	9
Scope of the Study .....	10
Definition of Terms .....	10
Summary .....	11
CHAPTER TWO .....	12
LITERATURE REVIEW .....	12
Introduction .....	12
Theoretical Framework .....	12
General Literature Review .....	14
Empirical Literature Review .....	29
Conceptual Framework .....	32
Summary .....	33
CHAPTER THREE .....	34
RESEARCH METHODOLOGY .....	34
Introduction .....	34
Research Design .....	34
Population .....	35
Target Population .....	36
Sample Size .....	36
Sampling Procedures .....	36
Types of Data .....	37
Data Collection Methods .....	38

Data Collection Procedures.....	39
Pretesting.....	39
Validity and Reliability.....	39
Data Analysis Plan.....	40
Ethical Considerations .....	41
Summary .....	41
CHAPTER FOUR.....	42
DATA PRESENTATION, ANALYSIS AND INTERPRETATION .....	42
Introduction.....	42
Presentation, Analysis and Interpretation .....	42
Summary of Key Findings .....	67
Summary .....	67
CHAPTER FIVE .....	68
DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS.....	68
Introduction.....	68
Discussions.....	68
Conclusions.....	70
Recommendations .....	71
Recommendations for Further Research.....	72
REFERENCES .....	74
Appendix A: Questionnaire .....	78
Appendix B: Research Permit.....	83

DAYSTAR UNIVERSITY

LIST OF FIGURES

*Figure 2.1: Conceptual Framework* ..... 32  
*Figure 4.1: Gender Distribution* ..... 43

DAYSTAR UNIVERSITY



## LIST OF TABLES

<i>Table 4.1: Age Distribution</i> .....	44
<i>Table 4.2: Number of Years Working in the Ministry</i> .....	44
<i>Table 4.3: Education Level</i> .....	45
<i>Table 4.4: Management Level</i> .....	46
<i>Table 4.5: Management Level and Education</i> .....	46
<i>Table 4.6 One-Sample Statistics</i> .....	47
<i>Table 4.7 One-Sample Test</i> .....	47
<i>Table 4.8: Information Management of E-government on Performance</i> .....	48
<i>Table 4.9: Management of Information in E-government Effects on Performance</i> .....	53
<i>Table 4.10: Information Sharing in E-government and Performance</i> .....	53
<i>Table 4.11: Effect of Information Sharing on Performance</i> .....	55
<i>Table 4.12: Storage and Retrieval of Data in E-government on Performance</i> .....	56
<i>Table 4.13: Storage and Retrieval of Data in E-government and Performance</i> .....	59
<i>Table 4.14: Management of IS and Storage and Retrieval of Data</i> .....	60
<i>Table 4.15: Cross Tabulation on Information Sharing and Storage and Data Retrieval</i> 61	
<i>Table 4.16: Management of IS and Information Sharing in E-government</i> .....	62
<i>Table 4.17: Challenges Encountered in Implementation of E-government Strategy</i> .....	63
<i>Table 4.18 : E-government Challenges in Implementation</i> .....	66

DAYSTAR UNIVERSITY

## LIST OF ABBREVIATIONS AND ACRONYMS

GOK	Government of Kenya
ICT	Information Communication Technology
IFMIS	Integrated Financial management Systems
IPPD	Integrated Personnel and Pensions Database
NPM	New Public Management
SPSS	Statistical Package for Social Sciences
TAM	Technology Acceptance Model
TDT	Technology Determination Model
TRA	Theory of Reasoned Action
UN	United Nations
WB	World Bank

DAYSTAR UNIVERSITY

## ABSTRACT

Over the past years, government officers have had challenges in delivering services to citizen following difficulties in retrieving and sharing manual files. This has been witnessed in all government ministries in Kenya. The purpose of the study was to assess the effect of e-government adoption on performance the Ministry of Information Communication and Technology. To achieve this purpose, the study was guided by four objectives namely, to find out how information management affected performance of ministries, to establish how information sharing affected performance, to find out how storage and retrieval of data affected performance and to find out the challenges faced. This study adopted descriptive research design. The target population in this study comprised all 120 staff working at the Head Office of the Ministry of Information Communications Technology. Questionnaires were used to collect data and Statistical Package for Social Sciences (SPSS) version 23 was used to analyse the data collected. Data was presented using tables and figures. The study concluded that information management had increased the efficiency and effectiveness of service delivery to the public, storage and retrieval of data provides room for more accountability as it ensures a transparent workflow. Challenges identified were, lack of skills, among the staff member who also felt they should have been involved in the development of the user system. The study recommends that the ministry needs to fully embrace online platforms for citizens to make applications, enquiries and follow-ups so as to reduce the amount and need for paper work which is cumbersome and time consuming. It further recommends that the ministry upgrades its systems to be able to allow for mass storage of data with strong backup systems for retrieval.

## DEDICATION

I wish to dedicate this thesis to my family who gave me the moral support and limitless encouragement through the entire thesis writing course.

DAYSTAR UNIVERSITY