NAME: IBRAHIM OTIENO
REG NO.: P80/94849/2014
COURSE: DOCTOR OF PHILOSOPHY IN INFORMATION SCIENCE
YEAR: 2016
TITLE: A CITIZEN –CENTRIC MODEL FOR EVALUATING THE INTERMEDIATE IMPACT OF E-GOVERNMENT: A CASE STUDY OF HUDUMA CENTRES IN KENYA.
ABSTRACT

It is evident from literature review that theory on e-government measurement and evaluation is still a nascent stage of growth in terms of development and implementation despite the importance of e-government evaluation. In spite of the huge investment in e-government projects by governments, the results of e-government have not been commensurate with the level of investment leading to what some authors refer to as ‘e-government paradox’. One of the main causes of ‘e-government paradox’ is the measurement which is as a result of the inadequacy of the current measurement tools. This study shows that most of the existing evaluation models fail to consider non-conventional values of e-government including public value.

This study reviewed a number of models for e-government measurement and evaluation culminating with the development of a citizen-centric impact evaluation conceptual model that is appropriate in the context of a developing country. Data was collected from common citizen service (huduma) centres in Kenya. Structural Equation Modelling (SEM) was used to analyse the data collected, empirically test and validate hypothesised relationships between the constructs in the conceptual model. It was established from the findings that the immediate impact of e-government on citizens is influenced by: perceived quality of service, cost of services e-readiness and citizen satisfaction. However, the relationship between perceived trust and the intermediate impact of e-government was not supported. The study also revealed that certain relationships between various constructs are moderated by age, gender and education.

The study also made recommendations to address some of the challenges established as facing e-government development and implementation. The recommendations included: enhancement of ICT infrastructure through public–private partnerships creating a suitable legislative framework to support e-government and sensitizing citizens on e-government services and providing secure online transactions. A citizen-centric model for evaluating the impact of e-government in the context of a developed country and empirically tested This model partly solves the e-government paradox and can be used by e-government policy makers and implementers, civil society, donors, sponsors in evaluating the impact of e-government projects.

Keywords