

Influence of e-Government on Service Delivery and Corruption checks in Kenya

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ABSTRACT

E-Government (EGOVT) is a new platform whose intent and purposes are to improve efficiency of service delivery in the society. Corruption monster is so deeply entrenched into the Kenyan society to a level that if not checked it can lead to collapse in the socio-economic and service dispensation systems, and yet a study to the effect of EGOVT on service delivery and corruption checks in Kenya has not been addressed in the existing empirical works. It is against this backdrop that this study sought to address the impact of EGOVT on corruption in Kenya. More specifically the paper sought to establish: the reason for adopting EGOVT services in Kenya, the extent of implementation of EGOVT services in Kenya, the effects of corruption on public service delivery in Kenya and to establish the effect of EGOVT on checking corruption in Kenya. The study was underpinned by: Public Management, Service Delivery, Systems and Public Accountability Theories. The paper explored empirical literature and used meta-analytic approach supported by Ferrer (1998). Findings that e-government is meant to make services effective, efficient, convenient, improve revenue collection, improve e-participation, improve e-commerce. It has promoted govern-government business, citizen-government business, citizen-citizen businesses, E-citizen has helped bolster revenue collections both in National and devolved systems-government/EGOVT has helped check corruption that was rampant in person to person payments for transactions that gave opportunities for fleecing public finances by the corrupt and loss of huge tax payers' money..

INTRODUCTION

The study was guided by the following objectives: to establish reasons for Kenya Government adopting e-services, the extent of EGOVT implementation in Kenya, to establish the effects of corruption on public service delivery in Kenya, and to establish the effects of EGOVT on checking corruption in Kenya.

EGOVT means electronic government through use of digital platform for service delivery to the citizens through technologies such as internet and mobile devices with ultimate aim of providing increased portfolio of public service to the citizens through an efficient and cost effective manner. EGOVT services were introduced in Kenya in 2014. The platform enhances accountability, transparency, accessibility, anywhere, anytime provided one pays subscription fee if so directed. EGOV/ESERVICES have many merits including improved efficiency in service provision, better communication, accessibility, transparency, citizenry.

Demerits include distinguishing between the reliable and unreliable information can prove an uphill task to many citizens online. Hidden agenda might be a goal of the government. Impacts on social, economic and political issues which could lead to social unrest. The EGOVT services could be vulnerable to Cyber -attacks/crime a situation which could paralyze the services. Huge cost involved in establishing the initiation infrastructure like soft wares and hard wares. Digital divide i.e. a wide cross section of the society may not have internet nor are they technology compliant hence the digital divide, especially in the developing nations like Kenya. Bodies such as E-SPIN can provide cyber security and this need to be considered given the potential threats from cyber -attacks by terrorist/criminals.

Challenges of EGOVT in Kenya include cost of ICT infrastructure, lack of government commitment towards ICT policy framework to guide ministries in developing the ICT infrastructure, rigid bureaucratic procurement processes are a bottleneck to purchasing of the ICT infrastructures. Citizenship promote productivity, empowering all citizens. Models of EGOVT include government-to-government, government-to-citizen and government-to-business. Operationalization of egovt are in three phases namely short term, medium term and long term. Study by Agweli (2010) on strategies adopted by the Kenya government on introducing EGOVT-This is calculated towards improving services, cost cutting, efficiency, realized in short, medium and long-term. That the delivery models take the form of Government-to-Government, Government-to-Citizen, and Government-to-Business. Government has to accomplish institutional structure and operational reforms and framework, legal framework, regulatory framework, through enacting and enforcing relevant laws to ensure secure, reliable infrastructure. The findings established that there were relationships between various demographic variables and knowledge of ICT and EGOVT. In order to be effective in its operationalization, the government has adopted different modes of reaching different classes of citizens other than the stakeholders on EGOVT process. That some of the EGOVT processes have succeeded while others have not.

METHODS

The study explored the empirical work and government policy documents on E-citizen to gather the data. Critical analysis of the work within the lens of Public Management, Service Delivery, Systems and Public Accountability Theories that are characterized by responsibility, accountability, participation and responsiveness to the needs of the citizens. In a nutshell these theories are hinged on central canons of good governances that is expected of a modern society in their day-to-day functions. Meta-analysis of empirical work in a uniform theme as supported by the work of Ferrer (1998) hinged the study in a logical analytical frame. Models of eGovernment are web-based and SMS-based. The egovernment models used in Kenya are web-based. The types of e-governance –G2C (Government-Citizens), G2B (Government-Business), G2E (Government-Employees) and G2G(Government-Government), representing different dimensions of digital interaction and services within the broader scope of e-governance.

RESULTS AND DISCUSSION

Naeku and Juma (2021) on effects of EGOVT on government effectiveness and control of corruption among UN member states explored critical literature review and are cognizant of the fact that EGOVT is implemented towards improving service delivery, efficiency and guaranteeing public participation-participation increases the scope of EGOVT to include informal sharing, collaborative decision making, participatory service delivery. Both E-participation and EGOVT have potential to improve public service delivery, to control corruption. This is important in Kenya given the deeply entrenched corruption that has constrained efficiency and justice in public service delivery in various sectors of the economy. The study established that Kenya could learn on EGOVT and EP and possibly exploring the context specific EGOVT institutions for example short messages based on EP and mobile based e-services elucidate EGOVT development index and EP index were found to have positive effects on EGOVT effectiveness and control of corruption among three categories of countries. However, there were higher level of effectiveness in developed countries as compared to developing nations such as Kenya.

Wasuna (2018) on an assessment of the impact of Mobile Payments on the adoption of EGOVT services in Kenya: A Case study of E-Citizen. The study explored survey design and points out that e-citizen was launched in Kenya in 2014 to offer centralized government services digitally. The platform has over million registered members that make 90% of their payments through mobile payments. Primary data were collected through questionnaires and interviews with e-citizen employees and three mobile money services providers via e-citizen. Findings showed that e-citizen do not look up to mobile money payments as the reason to register citizens a due it to access government services digitally. However, they perceived mobile money to provider positive user experience compared to other methods of transactions. That this was influenced by speed, efficiency and affordability with further positive impact created by aggressive

marketing through mobile payment providers for service that was already mandated by the government.

Kizito (2015) on an e-corruption control Framework for Kenya Public Sector propose the best practice framework through Control Objectives for Information Related Technology (COBIT) that provides guides on what is to be done with technology reliant institutions in terms of control action. In 2012 Gisora developed COGIT (Common objectives for Government and information Technology). The study adopted exploratory design and targeted health, education, finance, justice and constitutional affairs and Information Communication and Technology. Purposive sampling procedure used to get ICT officers in the custodial of information system in different ministries. The study established that ministries faced many challenges in implementing information security.

Maranga (2015) on EGOVT and the transformation of Public administration in Developing countries: A Case Study of Kenya Revenue Authority (KRA) adopted a survey design in which document analysis, interviews and questionnaires were administered to the KRA staff. Findings were that KRA has today fully embraced e-transactions on its services which has made their service to the citizens faster and efficient and hence public are satisfied with their services on e-platform.

Wairiuko et.al, (2018) on ICT infrastructure and adoption of EGOVT for improved service delivery in Kajiado County, Kenya adopted descriptive survey design through which 335 people were sampled drawn from a target population of 2660 employees of the ten ministries of Kajiado County at the time of the study. Data were collected through questionnaires and interviews and subjected to regression and correlation models for analysis. Findings that ICT infrastructure positively influenced adoption of EGOVT. The study would logical concludes that ICT infrastructure strongly bore on EGOVT services in aforementioned county of Kenya.

Mwangi (2015) on e-government adoption in Kenya by ministries in which the following e-government platforms were explored: government-government, government-citizens, and government business, through a cross-sectional survey design of the 18 ministries in Kenya. The data collected consisted of qualitative and quantitative forms. The study established that advantages of egovernment included accountability and quick and efficient services to the citizens. That over ten thousand services were already digitized as a sure way of guaranteeing sustainable service delivery.

Mulwa (2015) on factors influencing adoption of ICT in service delivery by county governments in Kenya: A Case of Kitui County adopted a descriptive survey design in which 64 employees of County Government of Kitui and 339 members of public drawn from the 8 sub-counties of Kitui participated in the study. The data were collected through administering questionnaires and interviews and were analyzed and presented logically. The study established a strong positive association between adoption of ICT in service delivery efficiency in the named county.

Kaaya (2004) on the emergence of e-government services in East Africa: Tracking adoption patterns and associated factors explored 98 government agencies websites on e-government services of the East African countries namely Kenya, Uganda and Tanzania between 1998-2003 on extent of e-service adoption. Findings revealed very few early adopters. However, patterns of adoption were more gradual in Tanzania and Uganda than in Kenya. That generally there were low e-government adoptions in these countries.

Imbamba and Kimile (2017) on a review of the status of e-government implementation in Kenya acknowledges that reasons for implementation of e-government is because of its versatility on efficient service delivery, cost-effectiveness and efficiency in both public and private sectors. That e-government readiness was measured through indices such as e-government development index and e-government readiness index. Fit viability theory underpinned the study. The study established upward trend in Kenya's adoption of e-government services. That eGovernment has merits such as enhanced e-participation, accountability on service dispensation, planning, monitoring, sharing. That challenges such inadequate ICT infrastructure, lack of policy and a gap in knowledge hindered e-government full potential realization.

Mungai and Gathungu (2017) on E-government strategy implementation and performance of the public sector in Kenya was anchored on management information systems theory base view, unified acceptance theory of technology. Descriptive exploratory design targeting a population of 13,228 drawn from 18 ministries with e-government related issues. A total of 384 people were sampled for the study. Ineffectiveness in e-services were reported in a good number of state departments.

Wamoto (2015) on E-government implementation in Kenya an evaluation of factors hindering or promoting e-government successful implementation Heeks' Factor model underpinned the study and utilized a survey design in which a questionnaire was formulated and administered to collect data. The study established that enablers of e-government included strategy formulation, internal and external organizational factors, employee e-service competencies and funding towards the project. While inhibiting favors include weak ICT infrastructure, poor project management design.

Mugambi (2013) on effects of e-government strategy on service delivery in the government ministries in Kenya is cognizant of the e-government enhancement through ICT. The study surveyed all the national government ministries. A survey design was used and a questionnaire administered to collect data. The findings demonstrated low levels of adoption of e-government services in the ministries. That if adopted, e-government would enhance service delivery, cost-effectiveness in terms of money and time for transacting government businesses and help curb the overcrowding of the citizens toward service delivery.

Kenya's Ministry of ICT (2024) maintain that e-government services in Kenya are over 17,000 and there is plan to upscale registration of services to 20000 by January, 2025.

On the question of extent of implementation of egovernment in Kenya

Wamoto and Hwang (2016) on critical success and failures of egovernment project implementation in Kenya adopted survey design adopted survey design. Enablers of egovernment reside in policy formulation and internal and external factors while failure was due to weak ICT infrastructure.

Ondego and Moturi (2016) Evaluation of the implementation of the ecitizen in Kenya surveyed empirical literature on the egovernment initiatives in developing nations that showed 50% have partially failed ,35% have totally failed,15% have succeeded. Stakeholder engaged towards sustained egovernment implementation is recommended.

The implementation of e-government was low in the early 2000s but has grown rapidly between the year 2013 to 2024 in which over 17,000 government services are being offered on e-citizen platform.

The Question as to the influence of EGOVT on Public Service Delivery in Kenya

Hassan (2019) on the effect of egovernment on service delivery in the Public service of Kenya maintain that egovernment support and simplify services to improve access to information, enhance participation, efficiency, prompt service delivery, reduced corruption and enhanced accountability. Huduma centers were established to enhance e-service delivery in Kenya, enhance communication and provide information within government to citizens and business community. The study was underpinned by the new public management theory, coherence service delivery theory, systems theory and full range leadership theory. The study targeted 5756 Huduma centers employees of 51 centers in Kenya. The study sampled 361 participants. Findings indicated that egovernment improved service delivery in Kenya through quick and efficient services, that transformative leadership styles and integrated eservices, interactive participation, and automation of records enhances service delivery transactions.

Were and Kihara (2018) on influence of egovernment strategy implementation on the performance of public service delivery in Kenya are cognizant that egovernment strategy was launched in Kenya in 2003 has since had immense impact on service delivery. Descriptive design was used; 423 respondents were sampled. Government institutions that had fully implemented eGovernment were KRA, National Treasury for IFMIS initiative for devolved units and ministry of devolution planning for Huduma Centers and GHRIS initiative and Ministry of

Treasury for the e-Citizen Portal, that all these initiatives lead to improved service delivery in Kenya and also leads to accountability and checks on corrupt practices in service provision.

Riany (2021) on influence of egovernment strategies on public service delivery of state agencies in Kenya: the moderating effect of strategy execution with review focusing on e-commerce-services, administration and eparticipation as independent variables and strategy execution as moderating variable. The study was hinged onto the following theories: new public management, technology diffusion, unified theory of acceptance. Descriptive survey design was

used through 62 executive agencies ,25 regulatory bodies ,45 research institutions, public universities and tertiary institutions of learning. Egovernment public service delivery, internal mechanism understanding, enhancing auditing all geared towards improved public service delivery.

Wagana et.al, (2017) on the moderating effects of egovernment on the relationship between administrative decentralization a service delivery in county governments in Kenya adopted a survey design in which 275 respondents were sampled for study and bivariate regression and moderate multiple regression were used to analyze association between administrative decentralization and service delivery in county governments in Kenya to be insignificant.

EGOVT/E-citizen has revamped services delivery through enhancement of e-participation-transactions of essential services including medical, driving licenses, certificate of good conduct, e-land transactions amongst many others that one can access at hers/his convenience so long as the required transaction fee is paid through M-Pesa (electronic money transactions) one can print out documentary through online arrangement-commerce. The current health transactions for health services through SHAF/SHIF are on e-citizen platform. EGOVT/E-Citizen has enhanced service delivery with high degree of efficiency, convenience, timely, anywhere, anytime, cost-effectiveness in terms of time and travel costs that otherwise citizens were to incur when moving to the offices from different spatial locales to seek services and it has helped in easing the overcrowding the government offices seeking for the services in the old model of person to person service delivery in the offices.

On the question as to the Influence of EGOVT on checking corruption in public service

Mistry and Jalala (2012) on an empirical analysis of relationship between EGOVT and Corruption in different countries. The study established that EGOVT in developed countries were more effective in controlling corruption than those of developing nations. Mohammed (2019) on effect of EGOVT on service delivery in Public service in Kenya targeted 5756 Huduma employees out of whom a sample size of 361 Huduma Center employees were sampled for study. Findings that EGOVT services at Huduma centers in (51) in total greatly improved access to Government services in an efficient and effective way and convenient. That records are e-automated and that leadership style had moderating effect on relationship between EGOVT and service Delivery.

Nasr (2014) on EGOVT, Internet adoption and corruption:an empirical investigation explored a huge data set. Findings showed that EGOVT is a powerful technique to service delivery that help in putting corruption on check. The panel of data set were subjected to Granger Causality tests which indicated unidirectional causality of for EGOVT to corruption, while it has bilateral causality between internet adoption and corruption.

Anderson (2009) on EGOVT as anti-corruption strategy estimated impact of EGOVT on control of corruption from a panel of 149 countries observed from the period between 1996-2006.The first differed estimates yields positive and economically intensified effect. By most conservative

control for the 10th percentile to the 90th percentile in EGOVT distribution implying a reduction in corruption equivalent to moving from the 10th percentile to the 23rd percentile in the control of corruption. The results are statistically significant.

Shim (2008) on EGOVT and anti-corruption: Empirical analysis of international data adopted literary review and maintain that case studies indicate that EGOVT is an effective tool to reduce corruption and promote good governance and strengthen reform. Findings that EGOVT has positive effect in checking corruption.

Chen and Aklikikoi (2021) on relating EGOVT development to government effectiveness and control of corruption: A cluster analysis uses literature review and empirical findings demonstrate that there is positive relationship between EGOVT, development and control of corruption in public service.

Mouna *et.al*, (2020) on international comparative evidence of EGOVT success and Economic Growth: Technology adoption as an anti-corruption tool. The study adopted analysis of a data panel of 149 countries between 2012-2016 findings indicate that there is relationship between ICT and economic growth and categorizing corruption control through technology. The study established that significant relationship exists between EGOVT, development, ICT development and corruption. The empirical study show that negative interaction exists between corruption and development which applies to all countries.

Silal *et.al* (2023) on examining the role of EGOVT in controlling corruption: A longitudinal study was underpinned by Media Literacy theory, Agency theory and transactional cost theory. A testable hypothesis using a panel of data set of 102 countries using linear mixed effects (LME) estimation method to thoroughly investigate and uncover the relative EGOVT subindice in controlling corruption.

A study by Khan *et.al* (2021) on electronic government and corruption: systematic literature review framework and agenda for future research 63 researchers were reviewed on EGOVT thematic classification. Findings that EGOVT has positive relationships with improved service delivery and control of corruption.

Park and Kim (2020) on EGOVT as an anti-corruption tool: panel data analysis adopted a longitudinal study of 214 countries between 2003-2016 using a fixed effect model analysis, EGOVT significantly reduce corruption in societies, while effect of open government is an example of EGOVT but the rule of law takes center stage to put societies in order to adhere to the law and that with effective legal systems corruption in governments can be controlled. A study by Arayankalam *et.al* (2021) on how to deal with corruption? Examining the roles of EGOVT maturity government administrative effectiveness and virtual social networks diffusion was underpinned by technical determinism theory, General deterrence theory and Herbemas' Public Sphere perspective were used to explain how the diffusion of social networks influence relationship between EGOVT maturity and corruption in a nation amongst three government

agencies namely Legislature, executive and the judiciary. The whole concern is towards achievement of efficient services in the Public service and control the vice of corruption.

Thanaphon and Chankosom (2022) on effects of EGOVT on service delivery used a Panel data drawn from Malaysia, Thailand and Singapore between 1960-2012 to assess the relationship between EGOVT, Corruption, economic growth and good governance. The study established that EGOVT is recommended as a tool that boost efficiency and effectiveness of dispensation of government services through electronic platform. However, checks and balances are essential in EGOVT functioning and that oversight department to check governments' functional discharge through department of integrity, transparency and accountability to hold PR actioners to account.

Renata *et.al* (2019) on impact of EGOVT and development on the level of corruption: measuring the effects of related indices on time and dimensions are in agreement that EGOVT is recognized as a tool for improving transparency and openness in public sector for combating corruption. That on the understanding of the relationship between EGOVT, development and the level of corruption would allow for more effective leverage of related projects in anti-corruption efforts in the context of economic perspective. The empirical relationships are measured across sub-indices of the related indices between 2002-2016. The findings indicate that higher levels of EGOVT is related to lower levels of corruption. The three most important dimensions are found environment sub-index which assess the extent to which a country's market conditions and regulatory framework supported entrepreneurship, innovation, and ICT development by a society's major stakeholders and the Telecommunication infrastructure sub-index means a country's ICT infrastructure capacity. Following the findings, certain ways of influencing the level of corruption by estimation of concrete EGOVT development dimension can be drawn. This becomes handy in times of financial stress and its consequences can also be addressed.

Concepcion and Lopes (2023) on EGOVT as a tool of controlling corruption are in agreement that combating corruption is a critical step in achieving sustainable development in the society. That with digital revolution, the use of ICT by government can promote more efficient services, diminishing the discretionary power of officials thereby help reduce corruption and promoting sustainable development. The study investigated the impact of EGOVT in reducing corruption in a large Panel of data of 175 countries in the years 2003-2019, by estimating regression models. The findings point out that EGOVT accountability, political stability, economic wealth and internet are significant determinants of corruption. EGOVT can be a significant tool to curb corruption and that always EGOVT development index needs to exceed a threshold of 0.39 to reduce corruption and improve governance, enhance transparency and accountability in discharging public administration, since it reduces discretionary power and increases the chance of eliminating some opportunities for practicing corruption.

Tsutskindize and Bereza (2020) on Analyzing dynamics of 4 indices of corruption in Ukraine on a Logical Semantic method defined concepts; corruption, e-government and inflation. Legal modelling method was used to formulate relevant conclusions and propositions. Results

indicate that potential of EGOVT impact on the level of corruption in a country is analyzed in particular DE personification, deregulation and transparency. The obstacle to the implementation of EGOVT initiatives (problems of access to internet, limited list of electronic devices, were sabotage by some government officials) and factors affecting corruption (economy freedom, inflation, welfare level, political stability) are highlighted.

Kalesnikaite *et.al* (2023) on Passing the impact of EGOVT on Bureaucratic Corruption draw data from the Latin American countries and the Caribbean region that are riddled with corruption. The study established that EGOVT significantly reduced corruption but only for services where direct contact between the citizens and street bent bureaucracies can be avoided.

Zheng (2011) on the impact of e-participation on corruption: cross country analysis agree that corruption is indeed a problem that bedevil many countries of the world and that it stifles development programs in the societies. That towards e-participation would lead to accountability in service delivery in various sectors of the economy including: education, lands, health, government services, party system, gender issues and population at the national level-participation have lower levels of corruption and this is in agreement with related previous findings so that the impacts of economy, democracy, economic openness. government systems and party systems on corruption are also supported by the study.

Anupriya and Krishian (2019) on conceptualizing the impact of corruption on in national institutions and national stakeholder service system's on egovernment maturity were cognizant of the fact that many studies have been done on checking corruption and the general finding is that EGOVT substantially reduce corruption in country an improves service delivery discharge in manner that is quick, efficient and accountable. Institutions such as political, legal and two national stakeholder service systems (business and citizen's systems) in a nation. The study was underpinned by Agency Theory, Theory X by McGregor. A conceptual framework is proposed to guide the study by providing rich theoretical explanations and offer a comprehensive strategy for practitioners and policy makers on handling EGOVT project initiatives.

Eunhee (2017) on the impact of EGOVT on corruption control used a national data panel come up with EGOVT development index and e-participation index showed positive effects on corruption control. However, the comparative analysis of OECD countries and non OECD countries on corruption control through EGOVT shows it has great impact on OECD countries but not on non OECD countries. The findings indicate that goals pursued by EGOVT have positive effect on corruption control.

Luminita (2013) on the impact that EGOVT can have in reducing corruption and enhancing transparency used literature review to shed some light on the subject in address. The findings are that EGOVT has strong positive relationships with reduction of corruption, and enhances transparency and accountability in public service delivery in societies.

Sadik-Zada *et.al* (2022) on EGOVT and petty corruption in Public Service Delivery uses to bit and linear random effects panel estimates to show the level of adoption of EGOVT in public service delivery. A data set comprising 121 countries were used between 2008-2018. The findings indicated that the adoption of e-government in the delivery of public services has been central in contributing to the reduction in petty corruption in developing economies. The level of per capita income, political rights, and civil liberties, and share of natural resources in gross exports are also correspond with less bribery in the public sector service delivery. In addition, the study established that a lower level of socio-economic development corresponds with greater level of petty corruption. Hence EGOVT presents one of the most available opportunities for socio-economic development and offers solutions for the improvement of efficiency and effectiveness of public administration.

Rustianini (2019) on the role of EGOVT in reducing corruption: A Systematic review acknowledges that a number of empirical studies point out to the fact that EGOVT presents a powerful tool towards checking corruption in public service however, some researchers have doubts as such maintain that in as much as EGOVT could present a great tool towards checking corruption in public service delivery, it too presents a huge opportunity for 'corrupt transactions'. The study synthesized reviews of literature for a period of 19 years, in which 16 articles published in refereed journals reviewed.

Abu-Shanab *et.al* (2013) on E-government as an anti-corruption tool: Citizens perceptions investigated e-government and administrative corruption exploiting empirical data. The study was carried out in Jordan with participants being selected from amongst the lay public. The sample consisted of 390 usable surveys. The findings indicated that E-government was perceived as a tool towards alleviating administrative corruption that is deeply entrenched on the Jordanian public domain. The study has implication for accountable public management to intensively embrace e-service delivery towards reducing the deeply rooted administrative corruption in the nation.

Li *et.al* (2021) on how does e-government affect corruption? Provincial Panel evidence from China adopted a longitudinal study design in which data were collected from between 2006-2015 in 29 Chinese Provinces, for empirical analysis using Feasible Least Squares (FLS) and Panel Threshold Regression Model (PTR). Findings indicated that E-government has effect on corruption and show dynamic non-linear characteristics of first using and then delivery.

Okewu, E., & Okewu, J. (2015) on E-governance, E-governance and e-administration: A typology of corruption control using ICTs are cognizant that corruption that is deeply rooted in Nigeria is a threat to foreign direct investment due to the fact of vices associated with it the society. That through adoption ICTs in monitoring corruption will assist in making the public servants accountable for their actions and that use of ICTs will lead to a more accountable, transparent on governance, democracy, and e-citizen services.

Zhao and Xu (2015) on E-government and Corruption: A longitudinal analysis of Countries are cognizant of the potentials of ICTs on checking corruption in public service sector. The study

adopted a 7-year longitudinal panel study between 2003-2010. Findings were that ICTs were perceived as potentially capable of checking corruption, increasing transparency and accountability in public service delivery.

Lee et.al (2018) on a study of factors affecting decrease in the Government corruption and mediating effect of ICT and E-government across countries underscore the potential role of ICTs on controlling government corruption across countries. Across country panel data drawn from 120 countries were handy in the design. The study established significant positive relationship between government regulations and government corruption, that ICTs partially mediated in decreasing government corruption. This will inform policy framework on efficiency and effective service delivery and reducing corruption in government service delivery residing in ICTs establishment.

3. Findings, Discussions, Implications and Conclusions

E-government or e-citizen is from a new digitized service dispensations based on electronic model with the integrated ICT infrastructure. This arrangement is within the framework of 21st century e-transaction incline in a technology inter-webbed society that is characterized with room for upscaling and innovative tendencies that characterize this new fashion. That the government of Kenya too not to be left behind in the global digitized community has to embrace technology in the form of e-government which is not only efficient but too effective, up to the minute, accountable and consumer friendly approach to service dispensation. In using the ICTs the consumers don't need to move up to the offices for services unless otherwise if demands put it so but they can do transactions via their android phones so long as there is network and internet connectedness, and moreover the services can be sought from anywhere, anytime, so long as the port hole is functional, as to such several government services are today offered on e-platform including filing Kenya Revenue Authority Tax Returns, Renewal of Driving Licenses, Certificate of Good Conduct application, Application for TSC number for newly graduated teacher trainees. The government of Kenya maintain that by the year 2024 so far there are over 17,000 government services put online with the help of the relevant ministries and departments in Kenya. That the Kenya government adopted eGovernment as a means to improving service delivery to the citizens in a convenient, efficient, real-time, corruption checks, bolstering revenue collections, e-participation, and quality and sustainable service delivery that is cost-effective in terms of time and money expenditure.

That the models of e-government used are web-based and SMS-Based and that the types of e-governance –G2C (Government-Citizens), G2B (Government-Business), G2E (Government-Employees) and G2G (Government-Government), representing different dimensions of digital interaction and services within the broader scope of e-governance.

That in regard to the question about corruption on service delivery, studies indicate that the various forms of corruption, whether petty, administrative, political, and many other forms that varies in magnitude and nature bottlenecks service delivery, leaving the citizens unsatisfied. That services are many times compromised in the various departments of both the public and

private sectors. That corruption denies the citizens equal opportunities of participation for example in application for business transactional opportunities with the government for example on matters pertaining payable services and or goods supply within the framework of Public Finance Act of Kenya.

That reasons for government adoption of eservice model is because of its efficiency, time efficiency ,cost effectiveness, accountability for example the introduction of Integrated Information Management Systems (IFMIS) in the county governments has helped in checking stealing of public funds that was deeply rooted prior to the introduction of the IFMIS. That use of ICTs basically hold the officers to account and enhances delivery of goods and services in platform and it enables service provision to wide section of the population from diverse geospatial locales in a more sustainable and cost effective manner.

That eGovernment model of transaction of services provides a tool for checking the rampant corruption that has largely characterized the Kenyan society. That is well managed and safeguarded for cyber-attacks the ecitizen or government platform is more satisfactory to a wider section of Kenyan population that are technologically conversant and or are ready to embrace this new digitized model that not only give opportunity for transparency, democracy but also accountability to the citizens in regard to the expected standard threshold. That egovernment at a higher level is closely associated with very low corruption level in the society.

That as much as egovernment is a sure check of corruption in Kenya, the recent report by the Kenya's Controller of Budget raised a concern of Kshs 15 billion in one day alone, who stole it is unknown to date. This raises the question as to the safety of Kenya's money in the e-citizen platform.

That despite all the positive aspects of egovernment, challenges bedevil the platform including the possibility of cyber-attack that can paralyze the service delivery as it happened late 2023 leading to delayed processing of passports for the Kenyan Citizens, there is digital divide where some places in Kenya are yet to get internet connections, coupled with technological illiteracy with a greater cross-section of the Kenyan population especially in the rural environments. Sometimes, some government officials may deliberately sabotage the eservices with ulterior motives.

Implications of this study

The study of this magnitude will inform policy framework towards emphasis on investment in ICT infrastructure with vigor towards improved service delivery through central control ICT systems, while leveraging on the significance of ICT that guarantees innovation for new products and upscaling the services as deemed appropriate. The study of this orientation, despite its informativeness of an improved service delivery platform has not been done within the framework of empirical orientation and hence it will go along bridging the knowledge gap left in the area. The influence of Egovernance on service delivery and corruption checks in Kenya is non-existent in the empirical literature and hence it will go

along filling knowledge gap in the area and will contribute towards informing policy directions what is and what should be in the practice so as to improve on the e-citizenry with view to bolstering service delivery and corruption checks towards a sustainable development scheme expressed in the Kenya Vision 2030

CONCLUSION

That e-government is a new digitized platform for transacting businesses in the today's globalized world that can accommodate various domains not only at national level but too at the global level. E-government offers a platform in which the vice of corruption can be checked so that service providers are held to account within the lens of service delivery that meets the required threshold. E-government leads to effective, convenient, timely, cost-effective service dispensation that is technologically satisfactory. But there is a gap in this model including occurrence of digital divide from across the society and also sometimes sabotage could happen from some government officers. Some members of the society are not technologically literate. That ICTs driven service platform unless properly safeguarded may be prone to cyber-attacks that can paralyze the operations.

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