

STRATHMORE UNIVERSITY ICT CONFERENCE - 2009

# e-Government Systems Quality in Kenya: Possibility on Synergy

by

Samuel G. Kang'a, MScIT

Email: [samkanga@gmail.com](mailto:samkanga@gmail.com)

and

Freddie R. Acosta, PhD

Email: [facosta@strathmore.edu](mailto:facosta@strathmore.edu)

8 September 2009

# Introduction

- ◆ e-Government is the use of ICT to provide information and improve the delivery of government services to the citizens using electronic means (Ong'ondo & Kamar, 2007).
  - Online Public Service Jobs
  - Tracking status of ID & Passport
  - Exam Results & Candidate Selection
  - Submission of Tax Returns Online

# Objective

- ◆ To improve e-Government Systems Quality through a user centered partnership.

# Synergy

- ◆ Refers to combined or "co-operative" effects; literally, the effects produced by things that "operate together" (parts, elements or individuals), (Rock & Palmer, 1990)
  - ◆ Consider; PT, TP, RT, and TR
  - ◆ Vowel Addition; "O" and "A"

# Combination

PATTERN RECOGNITION			
POT	TOP	OPT	PTO
PAT	TAP	APT	PTA
ROT	TOR	ORT	RTO
RAT	TAR	ART	RTA

- ◆ Meaningful three-letter combinations
- ◆ Realization of acronyms

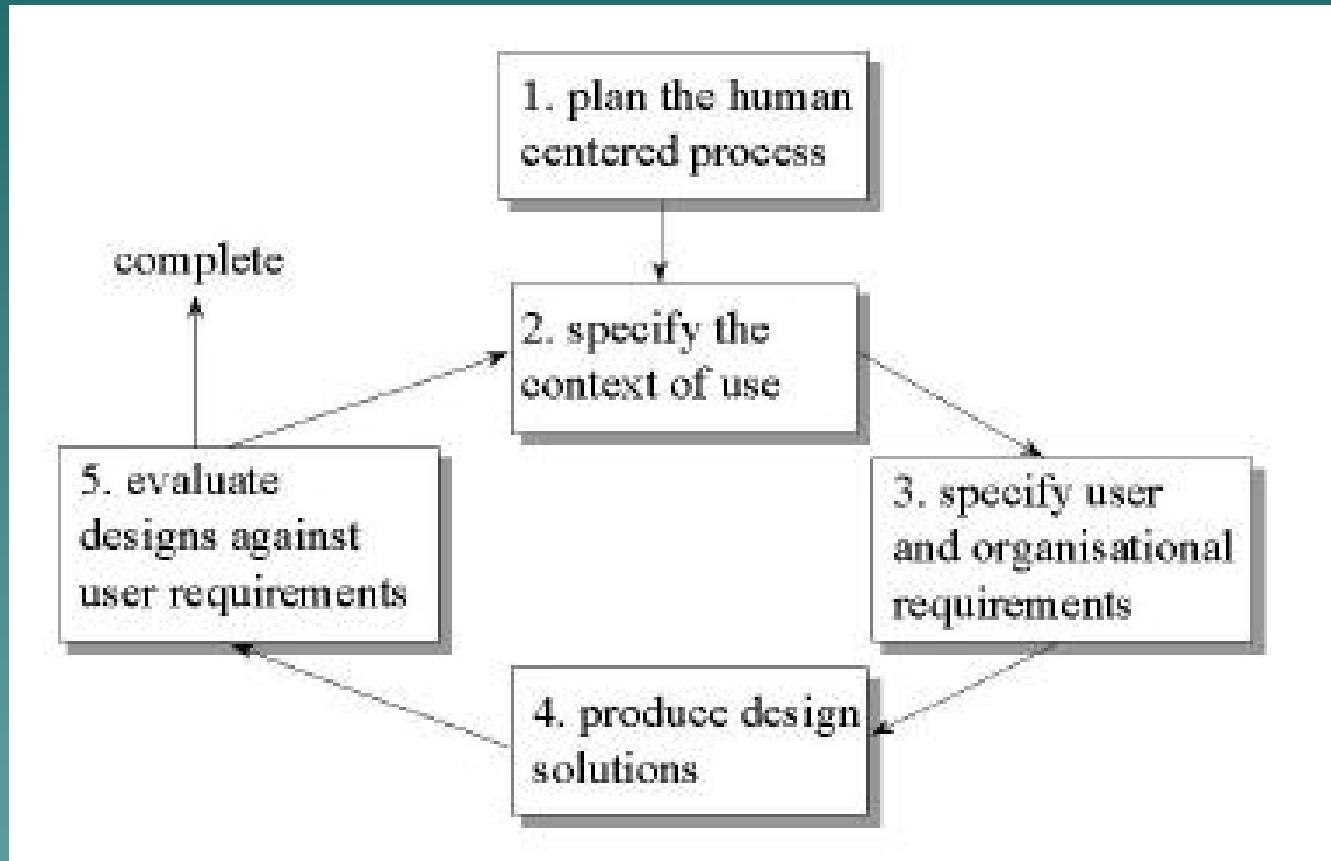
# Quality

- ◆ Various defined as;
  - ◆ Value (Feigenbaum, 1951),
  - ◆ Conformance to specifications (Gilmore, 1974),
  - ◆ Conformance to requirements (Crosby, 1979),
  - ◆ **Fitness for use (Juran & Bingham, 1974),**
  - ◆ Loss avoidance and meeting or exceeding customer's expectations (Gronroos, 1983).

# Fitness for Use

- ◆ Formed by convenience and, most significantly, the extent to which potential users believe using the resource will benefit them (Klobas, 1995).
- ◆ ISO 13407 covers Human-centered design processes for interactive systems

# ISO 13407 Model



# Status Quo

- ◆ The Cabinet Committee on ICT oversees the implementation of the Strategy
- ◆ The Permanent Secretaries ICT Committee coordinates the implementation of the e-Government initiative
- ◆ e-Government Committees in the Ministries review the various ICT projects in the Ministries

- ◆ Undertake audit of the IT capacity,
  - ◆ Establish support to the ministry's policy mandate,
  - ◆ Identify gaps and inadequacies both technical and institutional and
  - ◆ Make appropriate recommendations on the way forward
- ◆ End Users coming into picture at the implementation and training stage

- ◆ Private sector possesses great competence in consultancy and development
- ◆ High competition hence quality becomes a differentiator
- ◆ Time constraints hinders full System exploitation by government
- ◆ Little or no interaction with end users maims quality delivery

# Proposal

## ◆ Government

- ◆ Maintains oversight of the e-Government Systems,
- ◆ Carries out audits and quality assurance.

## ◆ Private partner

- ◆ Interacts with end users
- ◆ Proposes possible solutions to the government,
- ◆ Performs reviews with both the government officials and the users,
- ◆ Trains and maintains the system.

# Conclusion

- ◆ Symbiotic relationship will enhance the sustenance of the partnership
- ◆ Synergy ensures higher Systems Quality
- ◆ Accountability partnership ensures delivery of quality
- ◆ Higher acceptability of systems by the end users

THANK YOU!

8 September 2009