

**EFFECT OF INFORMATION COMMUNICATION TECHNOLOGY ON PERFORMANCE OF  
KENYA REVENUE AUTHORITY**

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## ABSTRACT

*In today's knowledge based world, providing public services are heavily depend on information and communication technologies. Public revenue collection is an integral component of fiscal policy and administration in any economy because of its influence on government operations. The main objective of the study was to investigate the effect of Information Communication Technology on performance of Kenya Revenue Authority. The specific objectives of this study included: to establish the influence of information technology skills on performance of KRA; to determine the influence of information technology policy on performance of KRA; to establish whether information technology investment costs affect performance of KRA; and to investigate how IT management support influenced performance of KRA. The study targeted all the employees at KRA.*

*Descriptive research design was used and the population of the study was 2891 employees in all the KRA offices countrywide. A sample proportion of 10% of the population was selected which translated to 290 respondents. Questionnaires were framed to collect data in accordance with the objectives of the study. The pilot test comprised of four employees from KRA office in Nairobi who were selected using convenience sampling method.*

*For the purpose of this study, the researcher sought the opinion of the supervisors to assess the validity of the research instruments. The researcher selected a pilot group of 1% of the total of the target population so as to test the reliability of the research instrument. Quantitative data collected was analyzed by the use of SPSS and presented through percentages, means, standard deviations and frequencies. The study found out that most of the staff members were conversant with ICT skill, however majority had not developed high level of competence in the utilization of ICT systems in their area of operation. It also found out that ICT led to faster administration of the tax procedures.*

*The study recommends that organization should ensure that they enhance their staff ICT skills to be at par with today's technological development. This study not only contributes more empirical data to existing research on the effect of Information Communication Technology on performance of organizations , but also more importantly gives remarkable guidance in terms of skills and cost in relation to ICT. This has implications on policy aspects as appropriate classification of organization may require different policy prescriptions in the adoption and implementation of ICT*

**Key Words:** *Information communication technology, Kenya Revenue authority, Fiscal policy*

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