

**INFLUENCE OF e-GOVERNMENT STRATEGY IMPLEMENTATION ON THE  
PERFORMANCE OF PUBLIC SERVICE DELIVERY IN KENYA**

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## ABSTRACT

Although previous studies have shown that e-Government has the potential to accelerate reforms in the public sector and improve public service delivery, it is not clear to what extent the Kenyan e-Government Strategy that was launched in 2003 has had an impact on the performance of public service delivery if at all as the success of this initiative is more verbalized than quantified. The purpose of the study was to assess the influence of e-Government strategy implementation on the performance of the public service delivery in Kenya. The study further, highlighted, the e-Government projects, the role of projects on the Kenyan public service delivery performance, found out if the projects have resolved the issues surrounding public service delivery performance, and provided an understanding about the critical success factors, implications, benefits, challenges and look at the coping strategies of e-Government Service Delivery initiatives on the performance of public service delivery in Kenya. The study adopted a descriptive research design to collect data from the target population comprised of employees within the management cadre working at five specific government MDAs running e-Government projects portals as part of their core mandate and daily operations which totaled to 4163. Convenient sampling technique was used by the study to sample 423 respondents within the five key government institutions in Nairobi namely Kenya Revenue Authority for the I-Tax initiative, The National treasury for the IFMIS initiative, Ministry of Devolution and Planning for the Huduma centers programme and the GHRIS initiative and Ministry of Finance for the e-citizen portal. The study findings revealed that implementation of e-Government strategy implementation leads to a significant improvement in the performance of the public sector in Kenya.

**Key Words:** *e-Government strategy implementation, Public service delivery, Kenya*

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