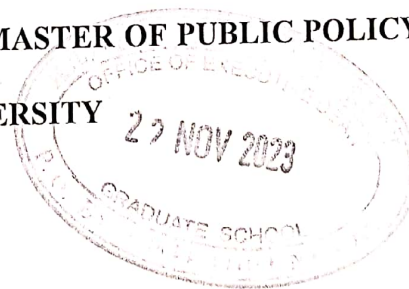


IMPROVING EMPLOYEE PRODUCTIVITY THROUGH ADOPTION OF
ELECTRONIC GOVERNMENT SYSTEMS: A STUDY OF PARLIAMENTARY
SERVICE COMMISSION OF KENYA

GEORGE MUTUA IGWETA

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A RESEARCH PROJECT SUBMITTED TO THE SCHOOL OF LAW, ARTS AND
SOCIAL SCIENCES IN PARTIAL FULFILLMENT OF THE REQUIREMENTS
FOR THE AWARD OF THE DEGREE OF MASTER OF PUBLIC POLICY AND
ADMINISTRATION OF KENYATTA UNIVERSITY



JUNE, 2023



DECLARATION

I declare that this is my original research project and has not been presented for the award of degree in any other University/institution. The project has been complemented by referenced works duly acknowledged.

Signed:  _____

Date: 15/11/2023

George Mutua Igweta

C153/CTY/PT/24045/2011

This research project has been submitted for consideration with my approval as the University Supervisor.

Signed:  _____

Date: 16/11/2023

Dr. John M. Kandiri, PhD

Senior Lecturer,

Department of Computing & Information Technology (CIT)

Kenyatta University, Kenya



ABSTRACT

Adoption of Information Technology has been upheld as a major driver of the continued employee productivity in both public and private sectors. In Kenya, e-government is increasingly being utilized to enhance service delivery. However, utilizing e-government to promote employee productivity has not been adequately researched on, particularly in a Kenyan context. The research therefore aimed to establish how the adoption of e-government systems has contributed to enhancing employee productivity in parliamentary service commission. Specifically, the survey aimed to explore how performance expectancy in e-government systems has influenced employee productivity, to examine how effort expectancy in e-government systems has contributed to employee productivity, to explore the influence of social-influence of e-government systems on employee productivity and to establish how facilitating conditions in e-government systems has contributed to employee productivity. These objectives were derived from the Unified Theory of Acceptance and Use of Technology (UTAUT) model, which upholds the key aspects that a technological system must focus on in order to enhance employee productivity. Using a descriptive survey approach, the survey gathered data from employees of the Parliamentary service commission by means of a questionnaire. The data was analysed qualitatively and quantitatively. Content analysis was utilized for the qualitative data while descriptive statistics and inferential statistics were utilized for the quantitative data. The outcomes revealed that performance expectancy in the e-government systems through the usefulness of the system, ability of the system to enhance the job and the quality of the systems significantly contributed to employee productivity. Effort expectancy of the e-government systems through the ease of use, clear guidelines and level of complexity determined the productivity of the employees through the systems. Moreover, the findings revealed that social influence in the e-government systems through reward of the users and embrace of subjective norm significantly contributed to employee productivity. The findings further revealed that facilitating conditions in the e-government systems had a significant impact on the employee productivity. The survey concluded that the e-government systems enhanced employee productivity if they were easy to use, the employee perceived the systems as useful; there was social influence and facilitating conditions from the management. The research recommends that for the e-government systems to effectively contribute to employee productivity, they must be implemented in such a way that makes the employees perceive them as useful, as well as be easy to use among the employees. The management should encourage the employees to use the systems through training and rewarding the users of the systems.