ADOPTION OF E-VISA REGIME AND ITS EFFECTS ON PROCESSING OF TRAVELERS AT MALABA AND BUSIA BORDER POSTS, KENYA

ROBERT KIPNGENO GAMOING

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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 ARTS IN PUBLIC POLICY AND ADMINISTRATION OF KENYATTA UNIVERSITY.

APRIL 2023

DECLARATION

Student Declaration

The Project has not been submitted to Kenyatta University or any other institution of higher learning for purposes of obtaining an academic qualification.

Signature _____ Date _____

Robert Kipngeno Gamoing

C153/OL/CTY/27079/2019

Supervisor Declaration

This project has been submitted for review with my approval as university supervisor:

Signature _____ Date _____

Dr. Wilson Muna

Lecturer, Department of Public Policy and Administration

School of Humanities and Social Sciences

Kenyatta University

DEDICATION

I dedicate this work to my wife Evaline, children Duncan, Alvan and Victor.

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ABBREVIATIONS AND ACRONYMS

CCTV	Close Circuit Television
CMP	Common Market Protocol
DIT	Diffusion of Innovations Theory
EBTC	Eastern Border Transport Coalition
IT	Information Technology
OSBP	One-Stop Border Post
PBC	Behavioral Control
PEOU	Perceived Ease of Use
PU	Perceived Usefulness
SN	Subjective Norm
SPSS	Statistical Package for Social Sciences
TA	Technology Acceptance
TAM	Technology adoption model
TPB	Theory of Planned Behavior
TRA	Theory of Reasoned Action

OPERATIONAL DEFINITION OF TERMS

Border management policies – Are the policies to prohibit terrorists from crossing borders and to stop the flow of foreign terrorist combatants using enhanced border patrol and administration, as well as cross-border collaboration amongst recipient countries.

Clearing and forwarding agents – Individuals who provide each and every service, direct or indirect, related to clearing and forwarding activities in any way to another individual, including consignment agents.

Comprehensive security assessment - Is a deep-dive technical examination of designs, configurations, documentation, processes and daily practices

Digital innovation- The deployment of digital technologies and apps to enhance employee performance, user experience, as well as the introduction of new goods or marketing strategies.

Digital technology - Data-generating, data-storage, and data-processing technological devices, techniques, technologies, and resources

Electronic payment systems - is a way of making transactions for services through electronic methods

e-Visas	Is a method designed to save travelers from time-consuming and exhausting bureaucracy, in addition to provision of alternatives to visas given at borders..
Inbound and outbound visitors:	Visitors using e-visa getting into the country and out of the country respectively

ABSTRACT

The e-visa regime is a relatively new phenomenon globally, and little evidence exists that demonstrate its effectiveness on processing of travelers at border points. The purpose of this project therefore is to study the effects of e-visa regime, particularly the application requirements, means of payment, clearance time and adoption of technology on processing of travelers. The study was guided predominantly by the Technology Adoption Model, and complemented by Theory of Planned Behavior and Diffusion of Innovation Theory. Two of the busiest border posts in Kenya were randomly selected, these are, Busia and Malaba along the Kenya-Uganda border. The target population comprised 700 inbound travelers at the Busia and 100 outbound travelers at the Malaba border post. It also comprised 50 immigration officers on the Kenyan side of the border. Hence the target population is 850 respondents. A sample size of 170 was then derived from the target population; this is 20% of the target population. Data was collected mainly by use of semi-structured questionnaires among the travellers, and interview schedules among the immigration officers. A pilot study was conducted at the Namanga border post to determine the validity and reliability of the data collection tool, and improve on gaps identified. The data was analyzed through descriptive and inferential statistics. Regression analysis was used to determine the relationship between the adoption of e-visa regime and processing of travellers. Quantitative data is presented using frequency tables, percentages, bar graphs and pie charts while thematic analysis was used to analyze qualitative data where data was coded into themes for interpretation and analysis. In order to address ethical considerations, letters of authorization to undertake this research was sought from Kenyatta University, the National Council for Science Technology and Innovation (NACOSTI), as well as from the relevant National and County government authorities in Busia County. The researcher sought informed consent, while observing objectivity, confidentiality and anonymity.

CHAPTER ONE

INTRODUCTION

1.1 Background of the Study

Travel visas, along with passports, have been important tools for modern states in controlling human mobility (Trauner 2018). The rise of modern states corresponded with a growing urge to monitor and control human movement, both inside and across boundaries. Until the 20th century, nations were much more concerned with prevention of exit than with managing immigration (Sciortino, 2013). First from 16th to the 17th centuries, growing mercantilist kingdoms in Northern Europe considered the people as both a rich essential commodity and prospective military recruits. Simultaneously, state-building ideas emphasized uniformity, driving governments to achieve ethnic and cultural uniformity. This was accomplished in part by the propagation of new national founding misconceptions and unitary languages through the educational system, in addition to the distribution and combining of military members, officers, and government workers including teaching staff, and occasionally by the marginalization, killing, or displacement of individuals who were physiologically or ethnically mixed (Zolberg 1978; Anderson 1983).

Torpey (1998) stated that as centralized national authorities consolidated in the 19th century, they gained the right to limit people mobility. Such supervision was bolstered by government authority to grant depending on the provision of identification papers, such as visas. The greater administrative capability of modern nations to keep paper documentation

of individuals in order to conduct surveillance (Foucault, 1975) has provided governments the authority to grant their subjects permission to leave based on passport registration and, therefore, to limit migration. Nevertheless, the expansion of modern capitalism, going to accelerate growing population, widely spread urban poverty, industrial growth, and improvements in military technology—all of which limited the significance of empowering nation economically and enhance its military ability while reduced the significance of population size and resulted in more favourable perceptions toward emigration. During the late 19th and early 20th centuries, thus spurred the so-called exit transformation (Zolberg, 2007), in that states gradually shifted from emigration management to immigration management. Whereas visa administrations essentially govern the entry of tourists and other transitory visitors, they also serve as tools of immigration restriction in practise. Travel visa requirements have frequently being utilised in recent years to prohibit the arrival of possible genuine refugees and undocumented migrants, with the latter usually seen as a greater significant source of unlawful stay than authorized access (Schoorl et al. 2000).

In addition to travel visas, destination nations imposed transporter restrictions in the 1980s and 1990s to prohibit persons without visas from even entering planes. Travel visas, when paired with carrier fines, have thus get to be a key trans boundary policy document for preventing persons from arriving and seeking refuge (Neumayer 2006). As a result, the travel visa should be regarded as an important tool in the migration policy toolkit. Visa limits are viewed as an effective, upfront method of stopping unsuitable migrants from accessing the country's borders by governments. This appears to be especially efficient for geographically remote origin nations that can only be reached by air, because it permits

immigration restrictions to be concentrated at a few ports of entry rather than monitoring long land and sea boundaries. What makes visas even more appealing is that they can normally be enforced using guidelines, orders, or other administrative actions, and do not necessitate lengthy legal amendments and, therefore, legislative and judicial processes. They can thus be introduced fast and discreetly by setting restrictions on specific countries (Czaika and de Haas 2016).

Travel visas serve a significant symbolic purpose in addition to being critical measure employed by countries to supervise and regulate the immigration of foreign travelers and migrants and the exit of citizens. And besides, by trying to monopolize the "legal means of travel," visas constitute a potent manifestation of modern state's rights (Torpey 1998). This generally refers to a state's ability to restrict the mobility of its own population (when entering and exiting country's borders) or to regulate the immigration of nonresidents. Travel visas are obvious manifestations of this authority, as travellers at airports and other international border checkpoints may attest. Travel restrictions have an essential performative, symbolic dimension in addition to being an effective tool for controlling entry and handling population movement in broad sense. The extremely noticeable prioritization of own-citizens and residents of supported nations, as well as the concurrent marginalisation against travellers in need of a visa (who normally have to wait in line for long durations and subjected to very rigorous inspections), lends travel restrictions an essential performative, especially pertaining.

African countries continue restricted to one another, making cross-continent travel impossible. Africa has one of the globe's most stringent visa regulations. When contrasted to Europeans and North Americans, Africans travelling inside the continent face

considerably more restrictions. Notwithstanding the fact that the number of arrivals to the country's destinations (particularly intra-African flights) has grown at the fastest rate in the world in recent years (IATA, 2010). It is worth noting that business visas are frequently much complicated to get than traveler visas. In Africa, only five nations which include Mozambique, Seychelles, Comoros, Madagascar and Rwanda that allow nationalities from African nations to enter without a visa or obtain a visa on arrival. DRC, Equatorial Guinea, So Tomé, and Sudan, in contrast, demand individuals from all African nations to obtain a visa. On aggregate, African people need visas to visit 60% of countries in Africa, varying from a maximum of 84% for Somalia to a minimum of 41% for The Gambia (IATA, 2010).

More African nations have aembraced visa-on-arrival regulations for Africans in past years, in keeping with global developments, reducing the administrative cost for passengers. At the same time, more African nations are embracing new technology and implementing eVisas. As digital systems improve national safety and regional integration, African travellers have a more pleasant cultural experience. In 2019, the number of nations that provide eVisas climbed by 31%, with nations now hosting an online system. Two-thirds of nations that issue eVisas have also made the greatest progress in visa liberalisation since 2016, with overwhelming being only previously implemented the system (Czaika and de Haas 2016).

Furthermore, as of mid-July 2019, 32 nations had signed the Agreement on the Free Movement of Individuals that also protects the rights of individuals and organization on the African continent. Simultaneously, the African Passport, that had been introduced to be used by presidents of countries in African, continued to move forward, with production

decisions in place to make it available to all individuals. 21 African nations (39%) provide eVisas (up from 16 in 2018, 13 in 2017, and 9 in 2016). eVisa is available in nine of the top twenty nations. Two-thirds of the nations that issue eVisas have advanced or maintained in the top 20 in terms of visa accessibility from 2016. In the last three years, 64% of nations that enhanced their visa accessibility ratings the greatest since 2016 or maintained among top 20 launched eVisas (UNWTO, 2020).

The pattern in African states liberalizing their visa requirements continues in 2019, enabling increased ease of movement for travelers throughout the region. A record 87% of African states improved or sustained their rating, a 9% rise from the previous year's figures. Many states that have achieved its most advances on visa liberalization since 2016 have been early users of technology to expedite tourists' admission to the nation via eVisas. Perhaps one of Africa's upper- and middle-income economies has reached the states that have made the greatest visa advancement in recent years, and others have shown a desire to do so (UNWTO, 2019).

Ethiopia has risen a record 32 positions since the 2018 edition of the Africa Visa Liberalization Index, expanding its rating by 14 with 96% accessibility. The nation, that is residence to one of the continent's geopolitical hotspots, intends to strengthen regional economic cooperation by instituting a visa-on-arrival programme for all African Union member countries. This comes after Ethiopia ratified the African Continental Free Trade Agreement in April 2019 and signed the Single African Air Transport Market (IATA, 2010).

Kenya has been in the process of digitizing various government systems for a number of years. The visa system is one of them. In 2015, Kenya introduced the electronic visa to make applying for a visa easier for travellers from certain countries. Unlike other visa types, the e-visa can be applied for fully online. Thanks to the online application process of this visa, travellers to Kenya do not have to visit the embassy or consulate. The introduction of the modern online system led to a growth in the number of tourists to Kenya (Ochieng, 2018).

The plan of the Kenyan government resulted in the abolition of all other visa types. Visas will no longer have available at embassies, and airport kiosks will close. This means that even the visa on arrival will no longer be available. All travellers are required to apply for an e-visa before departure. Another consequence of the government's decision to make the e-visa mandatory for foreign travellers is that this visa will become available for residents of all countries in the world. In the past, the e-visa could only be applied for by travellers from a limited number of countries, including the United Kingdom and Ireland. Travellers from other countries had to go to the embassy to apply for a visa for Kenya. This will no longer be necessary. It is expected that the ambitious plan of the government will lead to a substantial growth in the number of travellers to Kenya (Moragori, 2021).

The e-visa for Kenya has rapidly become more popular since it was introduced. The main reason for this is that the visa is much faster and easier to apply for than a visa at the embassy. The e-visa can easily be applied for online from home using a computer or smartphone, as long as the visa requirements are met. To apply for the e-visa, you need a passport that is valid for at least 6 more months after your arrival in Kenya. Depending on the purpose of your trip, additional documents such as an invitation letter from a company

may be required. After the application has been approved, the visa is sent by e-mail and can be used for travel. The visa is valid for a stay of 90 days. Once in Kenya, the maximum stay can be extended to up to 180 days (Ochieng, 2018).

According to Kenya's immigration service, this new decision also leads to better security, as all travellers can be screened in advance. The government is also installing new biometric technology at the airports. Because it will no longer be possible to obtain a visa at the airport in Kenya in 2021, it is expected that the airports will become a lot less crowded. It is against this background that this study seeks to examine the effect of adoption of e-visa regime on processing of travelers at Malaba and Busia border posts, Kenya.

1.1.1 Busia and Malaba borders

Busia and Malaba border points are both situated in Busia County of the Kenya side of the border which is the main link between Kenya and Uganda and also, they are the main routes that join to the other main eastern Africa nations of Burundi, South Sudan, Rwanda, and eastern Democratic republic of Congo. There are five gazette border points between Kenya and Uganda namely Busia, Malaba, Lokitanyala, Lwakhakha and Suam. Of this the most commonly used points are the Busia and Malaba border points which are recording thriving activities in terms of trade and human movements across, For a long time, the Kenya-Uganda commerce was notorious for administrative process, exorbitant operations, a significant amount of paperwork, and intermediaries.

The most common border clearance services offered by these agencies are, the customs clearance for goods and services by the revenue authorities, the peoples clearance by the

immigration department, health department to monitor standards in terms of diseases in human, plants and animals, this is achieved by the national bureau of standard, drugs control authorities, quarantine inspection services etc. there is also security services offered by the state on the users of the borders to ensure safety, East African (2018).

1.2 Statement of the Problem

With the signing of the East Africa community mutual market (the mutual market procedure, CMP) there has been improvement in economic growth and development due to the achievement of goods moving freely with ease, free movement of person, labor movement, the right of establishment, the right of residence, free services movement and the free capital movement (Kamau & Wanyama,2017). This ensures that there is need of efficiency in the processes that was deliver these activities on a timely manner. However, the field of border management has gained attention in the recent years. Previous studies such as Lee, Wilson, Valencia, Parra, Van Schok, Soberano, Olson & Salee (2013) conducted an assessment on the border study; a detailed overview of the United States-Mexico border, quite a number of factors come to play in the significance of border clearance. In that despite improved quality of services at the border, still the environmental challenges like security issues and quality of life across the two nations affects how people use the borders hence with the huge populations along the boundaries still there is increased rate of smuggling of people and goods.

Sokolova (2017) on the challenges with features of customs clearance at the Russian-Finnish border found that the update and usage of technology affects time of clearance by reducing the time and make the process more efficient though there was a realization that still more factors could still delay the process like the port services which may be slow.

Ochieng (2018) evaluated the quality of service and process effectiveness at immigration checkpoints in Busia and Malaba border point and concluded that improvements in service overall quality of delivery methods contributed to increase operational efficiencies. Moragori (2021) launched a comprehensive security assessment of border management policies in Nairobi County, Kenya and established that there were clearly defined border control policies and procedures. The majority of border management bureaus lacked current training on how to deal with various security threats that may arise at border crossings

Whereas the above-mentioned study studies have been conducted in the fields border management and visitor processing, little or no specific study have been done to try and determine the correlation between adoption of e-visa regime and processing of travelers at Malaba and Busia border posts, Kenya. Hence the researcher has concluded the need to conduct the study to determine the correlation which could help in influencing future policy decisions.

1.3 Objectives of the Study

This study is guided by the following key objectives:

i. To examine the effects of application requirements on visa processing of visitors
ii. To assess the effects of means of payment on visa processing of visitors
iii. To establish the effects of clearance time on visa processing of visitors
iv. To investigate the effects of technology adoption on visa processing of visitors

1.4 Research Questions

The guided by the following key objectives:

i. What are the effects of application requirements on visa processing of travellers?

ii. To what extent do the means of payment affect visa processing of travellers?

iii. What are the effects of clearance time on visa processing of travellers?

iv. How does technology adoption affect visa processing of travellers?

1.5 Justification and Significance of the Study

1.5.1 Justification

This study was informed by the fact that the e-visa regime, albeit new in its implementation, remains largely unknown, especially on how it has enabled and enhanced the processing of visitors along the busiest border points of Busia and Malaba. Busia border mainly processes travellers of tourist nature, and Malaba largely handles visitors of business nature. This study provides a diversity of responses, hence improving the quality of the research outcome.

1.5.2 Significance of the Study

The research may give insight to decision makers such as the government and intergovernmental agencies in charge of regional integration such as the EAC in formulating the right policies that ensure effective implementation of practices that can be helpful in delivering a profound border service across the two nations. It also assisted them in identifying potential obstacles that may be realized in the deployments of some of these procedures.

The results of this analysis may serve as a reference material for researchers, scholars, and students who wish to conduct studies in a similar area. It may also assist scholars and researchers in expanding their research identification on other related studies by

emphasizing interconnected issues that require additional research and reading the research evidences to launch research fields.

1.6 Scope of the Study

According to Creswell (2012), the term scope refers to the boundaries in which a study is limited. The boundaries include the purpose of the study, its objectives and methodology adopted. Particularly the study examined the effects of application requirements, means of payment, clearance time, technology adoption and security features on processing of travelers at Malaba and Busia border posts, Kenya. The study was grounded on technology adoption model theory.

CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1 Introduction

This chapter contains a review of available literature on the adoption of an e-visa regime and its effects on the processing of travelers at the Malaba and Busia border posts in Kenya. Published thesis and academic papers, online journals, and reviews of literature on relevant studies by other academic scholars and researchers were among the articles reviewed. This section is divided into sub-chapters, which are as follows: theoretical review, conceptual model and empirical literature review

2.2 Empirical Review

2.2.1 Processing of Travelers

Many nations use visa restrictions as a deterrent to unwelcome visitors. The cost of obtaining a visa is a significant barrier for travelers because it requires them to submit an application to the consular office of their intended destination, which may charge processing fees, impose long wait times, and possibly deny the visa with or without explanation. This could explain why some travelers choose to change their destination. Tourist factions in several nations complained about tight travel restrictions and visa requirements during the years of some of the most recent Olympic Games in the United States, China, and the United Kingdom, which harmed the tourism industry because many travelers chose to spend their vacations elsewhere (Song et al.).

In the case of the Canada-US border post, the eastern border transport coalition (EBTC) recognizes that efficient border procedures have resulted in better trade, with Canada-US being the largest trading block between two countries in 2003, with a total of approximately $ 500 billion in trade (EBTC-whitepaper, 2014). A robust and efficient quality process in modern systems involves technological use, reducing the need for manual processing (Snee, 1993). Thus, the usage of information technology (IT) has been instrumental in the improvement of efficiency in business processes (Davenport, 1993; Sethl and King, 2003; Venkatraman, 1994).

A study conducted in Uganda by Halowaty (2013) on understanding tourists on basis of motivation and features of Nonresident visitors found Uganda's tourism industry generates significant foreign exchange income while also providing much-needed job and growth opportunities. The goal of this research was to give a summary of non-resident tourists' incentives and features in Uganda. This explorative investigation was conducted in Uganda over the months of July and August of 2011. The data collected covers the most frequent events and destinations visited traveler expenses, demographic characteristics, motive for visiting Uganda, and motivation for travelling and contributing broadly. Based on the study's outcome, the overwhelming majority of non-resident tourists departing Uganda were workers, the vast majority of them were religious participants who weren't representing a competitive tourism business within Uganda.

In Kenya, according to a study conducted by Ochieng (2017), Service quality and process effectiveness at immigration checkpoints: a classic example of the Busia and Malaba border posts The study assessed the services offered and sought to discover their connections to procedure effectiveness in terms of volume produced and hours spent on

the procedures. A case study was used in the investigation, and both primary and secondary data were collected. To establish the outputs, questionnaires were utilised to collect primary data, and the elements were qualitatively examined and conclusions were derived. The results were regressed to examine if there was an association between the determined predictor factors. The findings provide a clearer picture of the links among service quality and process effectiveness at international border sites. It demonstrates that improving the quality of services in terms of delivery processes aided in improving the process's performance.

2.2.2 Application Requirements and Visa Processing of Visitors

According to Blanke (2013)'s report on travel and tourism competitive nature, visa regulations are one of the most relevant state requirements affecting international tourism around the world. Only a half-century ago, customs procedures, currency conversion limits, and visa applications greatly influenced travel. Much progress has been made in their easing, that has led to the amazing expansion of the tourism industry. The negotiating parties that simultaneously exclude all or select categories of passengers from visa requirements are particularly noteworthy. Unfortunately, despite changes, present visa laws are usually described as insufficient and ineffective, and are therefore recognized as an obstacle to international visitors. Visa requirements are a factor in a country's tourism competitive nature. An indicator that evaluates a country's visa requirements, costs, and possible implications on tourism competitiveness can help achieve the right balance between other policy considerations and the chance to attract more high-spending tourists from the main sources of tourist arrival.

The abolition of visa regulations is believed to boost travel between the Russian Federation and Hong Kong, China, based on the Russian Foreign Ministry. The deal eased accessibility to one of the world's largest nations with immense natural supplies, a quickly rising economy, and a rich cultural history from the standpoint of Hong Kong, China. Travelers from both nations might visit the other without obtaining a visa for up to 14 days. The effect of the waiver was quickly felt in both areas. By the end of 2010, the proportion of Russian visitors to Hong Kong, China, had increased significantly. Throughout 2008 and 2010, Russian Federation arrivals climbed by 133%, and have continued to rise in consecutive years. Between 2008 and 2010, the number of tourists to the Russian Federation from Hong Kong, China increased by 184%.

In Algeria, Nadi (2019) conducted research on the impact of visa facilities on the tourism sector. The research reveals that Algeria's visa requirement index is very weak, making it nearly impossible to bring international visitors, where the process of obtaining a visa involves complicated steps, leading to a negative impact on the tourism industry in Algeria. The disclosures also emphasized the significance of enabling the awarding of a visa for the improvement of the state's tourist image and to increase the flow of tourists between the countries, and for this we see that it is better for Algeria to facilitate the visa for the states where the 08 countries can have access visa for free and 93 countries can enter Tunisia visa for free. This specific openness of countries augment and help the world tourist demand source, such as European and American countries like France, Italy, the United Kingdom, the United States of America, and Canada, to increase the flow of tourism revenue from foreign exchange and thus contribute to reducing the balance of payments deficit.

In Kenya, Abdirahman (2016), in his study of quality of service practices and customer satisfaction in Nairobi's taxi companies, the researcher discovered that, based on the servqual model, customers were skeptical of the service's reliability but agreed on the importance of providing individual attention. They are unanimous in their belief that taxi companies must demonstrate compassion and assurance to their customers in order to gain their trust. Everyone agrees that there is a link between customer satisfaction and service quality.

2.2.3 Means of Payment and Visa Processing of Visitors

According to Azam (2015), the global economy is reliant on payment systems, necessitating the adoption of a payment service that is secure, comfortable, and reasonably priced, capable of serving as the foundation for the development of any economy. Prior to the invention of the financial system, commodities were exchanged for commodities through a process called as bartering. This almost always resulted in market formation and labor specialization. Nonetheless, the barter system's flexibility is entirely dependent on mutual coincident wants. According to Lok (2015), a transaction takes place in a barter system when each party must be able to supply what the other party needs.

As per Otusanya & Lauwo (2019) in China, the growth of e-commerce has occasioned the importance of transferring money online, also known as e-payments, which entails the transfer of financial and information over the internet without any real contact with the recipients. Direct online debit or card payments, electronic bill payments, mediated debit or credit, electronic bill payments, and stored-value money are all examples of electronic payments. Customers are unable to accept ancient e-payment systems due to numerous

restrictions. There are factors associated with these that relate to a lack of security, trust, usability, high costs, presumed high risks, and a lack of perceived competitive edge.

In Nigeria, Nguyen and Gopalaswamy, (2018) posits that the introduction of internet and technology, as well as payment solutions, has ushered in a new era in which electronic money is gradually replacing paper currency and coins. Andrieu (2016) recognizes that bank notes and coins are gradually running out, owing to the numerous modes of payment for transactions that are viable systems that are perceived as better alternatives around the world. Nigeria, for instance, has been working hard to make the transition from cash to a digital payment. This is based on the principle that, by 2020, Nigeria must fully embrace online payment systems in order to be among the world's leading markets. Globalization and emerging technology have aided the shift of business from the ancient era, when physical contact was required, to the modern era, where e-commerce is commonplace (Esoimeme, 2018).

In Kenya, Munyao (2020) conducted study on the influence of electronic payment systems on revenue performance in hospitality sector, with a focus on Sarova hotels. The descriptive survey design was used to integrate the different elements used in this study. The survey's participants were 65 people who worked at Sarova Hotels. In accordance with the report, e-payment technologies boost efficiency. This is critical for the hotel to increase sales from different markets because it enables clients to purchase services at their convenience. The authors also argued that there is a correlation among online payment problems and revenue effectiveness. They further claimed that collaborating with different payment agencies or collaborators to assist hotel transactions is vital because of affected parties have dependable and efficient payment services that are utilized across the world,

so this collaboration will be essential. In Kenya, Gathumbi (2015) investigated the factors that influence matatu owners' saccos adoption of electronic payments in Nairobi County. The parameters were numerically described (and analyzed) using descriptive statistics. Even though matatu SACCOS responded positively to the invitation to embrace e-payment technologies, the survey found that firms encountered considerable hurdles in properly integrating the technological devices. The study found that a variety of factors influence e-payment technology adoption, including owner capacity, governmental policies, a lack of an adequate institutional framework, and a minimal ICT knowledge pool. According to the poll, appropriate authorities must encourage public-private partnership and synchronization in ICT facilities and re-training to provide suitable Technological devices to matatu participants in order to improve the integration of e-payment techniques not just within Nairobi but throughout the country.

2.2.4 Clearance Time and Visa Processing of Visitors

The international community has seen the entrenchment and tightening of border controls, largely because of cross-border crimes and the globalization of organized crime syndicates. People and products movements have increased significantly over the last two decades, necessitating the adaptation of immigration and border control systems to better and more proficiently regulate human movement and economic activities. Controlling the movement of goods and people while ensuring that borders are safe and balanced in terms of open and monitored borders is a common challenge shared by all states. The state and its borders continue to play an important role in global relations (Moraczewska, 2010).

In China, Miquel (2020) assessed the influence of airport service quality on destination attributes was investigated. The study primarily employs quantitative study techniques,

supplemented by qualitative study in the form of outstanding questions. Shanghai Pudong International Airport is the site of this research. The Chinese traveller category was the primary focus of data gathering. The findings indicate that the airport's quality of the service affects the selection of destinations. Since the airport's service quality affecting visitors' moods, as well as the airport terminal service quality symbolizes the town's reputation. According to these participants, airport service quality has a significant effect on customers' location selection.

In Kenya, Kesino (2012) conducted a study on the impact of clearing and forwarding agents in Nairobi, Kenya adopting customs electronic procedures. The descriptive survey method was used in this study to determine how electronic submission of Customs entries affects trade facilitation. The targeting demographic for this research included 350 Nairobi-based clearance and forwarding enterprises out of the 962 licensed in Kenya. In this investigation, the stratified sampling approach was employed to obtain a sample for the study. Customs computerized processes, based on the survey's conclusions, have a major influence on enterprises. They were required to install an information technology system with internet connection. Customs computerized methods were discovered to have significantly decreased average lodgment time, clearing time, and lodgment expense. Customer relations at Immigration were also deemed to have increased.

A Kenyan study by Moragori (2021) undertook a detailed security study of border control measures in Nairobi County. A survey research technique was adopted in the survey. The target demographic included a range of stakeholders, including the border management committees at Jomo Kenyatta and Wilson Airports. The following essential discoveries were made: There were clearly defined border control policies and procedures. The

majority of border control agencies lacked up-to-date instruction in how to deal with numerous security dangers that could develop at border checkpoints. Corruption scandals further hampered the nation's ability to execute border protection rules properly. Border control issues created a threat to the country's safety to some level.

2.2.5 Technology Adoption and Visa Processing of Visitors

In China, The concept of digital innovation, according to Mangal and Karmarkar (2006), refers to the use of new and modern technological tools for improving the delivery of services and products in society. The adoption of information technology has changed almost every aspect of life and business in today's society (Crittenden et al 2010). This includes the activities such as travel and tours, work, entertainment, as well as communication and learning in society. Adoption of digital technology has increased operational flexibility, and many global companies are now using the concept to improve their competitive advantage (Hoque et al., 2011).

Okundaye (2016) investigated the adoption of ICT in Nigerian small and medium-sized businesses. The data was gathered through in-person semi-structured interviews with respondents and a study of established business data. Descriptive analysis and inferential analysis was used to describe the data, that comprised member checking to confirm the integrity of conclusions and continued till theoretical saturation was achieved. The technology acceptance model (TAM), that describes the association between positive utility, perceived ease of use, attitude toward computing and desire to utilize technologies, was used as a paradigm to evaluate the ICT adoption approaches among the SMEs in Nigeria. The data analysis revealed four important themes: ICT adoption drivers, ICT functions and advantages, the involvement of state, and SME performance determinants.

Several parameters influencing ICT adoption by SME leadership in Lagos, Nigeria were identified in the research outcomes. Several elements comprising, type of technologies, the financial resources available, the necessity for reliable infrastructure, the accessibility of ICT skilled manpower, the significance of state, norms, attitude regarding technology, expected usefulness, training, and diversity.

In Kenya, Ong'ele (2018) undertook a study on the effect of digital technology adoption on the competitive edge of tour and travel companies. Per the study, 30 percent of Nairobi firms use Facebook to engage their customers, 22 percent use Twitter, and only 9 percent use LinkedIn. As per the study, 90 percent of Tours and Travels firms in Nairobi that use digital technology have improved their performance and increased their competitive advantage. Furthermore, the study found that the use of digital technology enhanced the firm's profitability and service delivery. The study indicates that technology adoption was associated with increased learning and growth in the organization. The study revealed that mostof the firm’s staff lacked technical skills to operate some of the digital technology andmanagement support.

2.2.6 Security Features and Visa Processing of Visitors

In United Kingdom, the concept of guest security was studied by (Gill et al., 2002) on 70 hotel administration. The analysis found that hotel managers are caught between the desire to encourage clients to utilize the hotel as a second home and the need to protect it from an extensive variety of illegal activity. According to the findings of the study, hotel managers face a unique quandary. As a result of maintaining to their strong customer centricity and assumptions of guests' desire for privacy, management was compelled to employ a number of less invasive security techniques. The research further emphasizes the situation's

intricacies by stressing out that hotel offenses can be committed by hotel guests, workers, or any third party, and that the same groupings can also be the objectives. The safety obligations of hotels with a varied variety of venues, like theatres, conference rooms, eateries, clubs, and retail outlets, become much more challenging.

In another study, Clifton (2012) claims that the hospitality firm's buildings have become obvious targets since it have generally maintained an open and inviting atmosphere. Clifton contrasts the challenge of guarding a heavily secured nuclear power station to the difficulties of guarding an inadequately protected and open institution such as a hotel. Hotels underperform in this safety endeavor since they never observed the most basic safety requirement and risk evaluation. This is a challenging task, according to the assessment, and hotels should hire a specialist to perform it. Risk assessment is defined in the study as a calculation of severity and probability.

Chebekhulu (2016) using a case of Gauteng in South Africa analyzed hotel security systems. A semi-structured interview schedule with probing queries was utilized as a tool to acquire detailed information about security precautions from the respondents. The study employed a random sampling approach. Per the analyses, the hotels have basic security measures in place. Security policies, processes, and physical safety (for instance, a Close Circuit Television (CCTV) surveillance network, efficient safety light, security guards (contractual or in-house), intruder detectors, armed resistance, access control, and security fencing or fences) are instances. Safety procedures looked to be in existence, consistent with the hotel's setting. If the hotel was surrounded by other functional departments, the inner security layer was prioritised. If the hotel operated alone, the multiple security stages

(the inner safety level, the external security level, and the intermediate security layer) would be well secured.

In Kenya, Maranga (2015) conducted research on managers' perceptions of security and risk. A comparison of 3- to 5-star hotels in Nairobi and Mombasa, Kenya. In the research, data was gathered using both mixed techniques. The research data was gathered using questionnaires and interviews. In the research, a cross-sectional approach was used targeting a sample of 160 participants. Hotels in Nairobi were less susceptible compared to those in Mombasa. This implied that investors trust Nairobi more than Mombasa due to advantageous situations like guest safety and well-being. The hotel's age had no effect on the institutions' safety levels; safety is the consequence of a complex combination of variables instead of a single component; the hotel's quality, safety, history, and utilization rate are all prospective elements that affect its cost of operations and maintenance.

Moragori (2021) conducted research on the impact of border control guidelines on state security in Nairobi County, Kenya. The influence of border administration guidelines in boosting national security was also evaluated in the investigation. Furthermore, the study looked into the roadblocks to border management policies' effectiveness in terms of public safety. The study was based on two theories: international theory of international affairs and Statism theory. The targeted audience included a range of stakeholders, including the Jomo Kenyatta and Wilson Airports' border control committee members. The following major conclusions were reached: clear border management policies had been established. Besides which, the majority of border management agencies (85 percent) lacked up-to-date training on how to deal with numerous safety concerns that may arise at border checkpoints. Corruption has once again hampered the nation's ability to enforce border

controls rules properly. Last, border protection issues posed a significant country's security threat. Border regulation policies were found to have a positive impact on national security.

2.3 Theoretical Review

This section looks at theories that are relevant to the study's parameters. A theory is a set of related ideas based on theories (Kombo & Tromp, 2009). A theoretical literature is a collection of reasoned sourced prepositions that try to explain why things are the way they are based on the underlying theories. A theory is a statement that attempts to explain a specific phenomenon and is backed up by evidence.

2.3.1 Technology Adoption Model (TAM)

Davis (1986) pioneered the Technology Acceptance Model (TAM) that is now one of the greatest extensively used models for describing acceptance testing behaviour in detail. The Theory of Reasoned Action (TRA) is the foundation of this concept, which is founded on social - psychological theory (Fishbein, & Azjen, 1975). According to TRA, beliefs drive perceptions that affect intents and, thus, conduct. In the original TAM, Davis (1986, 1989) established the categories of perceived usefulness (PU), perceived ease of use (PEOU), attitude, and behavioral intention to use. PU and PEOU are two constructs that compose a subscriber's end-beliefs about in an invention and so determine his or her orientations toward it that forecasts its acceptance.

Davis (1989) used PEOU and PU as predictor factors and usage of system as the outcome variable in a series of experiments to validate TAM. He discovered that PU was linked to self-reported current usage as well as self-predicted future usage. PEOU was also found to be linked to both present and future utilization. As a whole, he discovered that PU

had a much stronger relationship with system usage than PEOU. PEOU may be a precursor of PU rather than a direct cause of system usage, according to further regression analysis. PEOU, in other words, has an indirect effect on technology acceptance (TA) via PU. Davis (1989) created and tested the PEOU and PU scores, discovering six highly dependable elements for each component with Cronbach's alphas of.98 for PU and 94 for PEOU, accordingly. The measuring elements for these components changed from one investigator to another in subsequent investigations (Adams, Nelson & Todd, 1992). As a result, the total number of things for assessing PU has expanded from 6 to around 50, and the total number of items for testing PEOU has risen from 6 to 38.This theory is salient to this current study since it relates to the technological adoption variable with seeks to establish nexus between technology adoption and visa processing of visitors.

2.3.2 Theory of Planned Behaviour

Icek Ajzen's (1985) theory of planned behaviour (TPB) is a widely accepted intention model which has been successfully used to predict and describing behaviour over a wide range of fields, comprising the usage of technology (Agarwal, 2000). According to the TPB, a small business official's choice or behavioural intention (BI) to follow a course of action, like establishing an online presence or implementing e-commerce, is a factor of attitude (A), subjective norm (SN), and perceived usefulness. The TPB also believes that BI will eventually lead to the behavioural control (PBC) action. The administrator's perceived societal demand to embrace a technology is represented by subjective norm. PBC denotes how simple or challenging an executive believes consumption would be, taking into account probable hurdles (Riemenschneider et al., 2003). This theory relates to the

current study because it explains how technology can predict human behavior and hence assist in processing of visitors and entry points.

2.3.2 Diffusion of Innovations Theory

The diffusion of Innovations Theory (DOI), developed by Everett Rogers (1962), is a fundamental step for studying the implementation of new technology (Tornatsky & Klein, 1982). The DOI research concentrated on perceived innovation qualities which either stimulate or impede (complexity) acquisition (Chwelos et al., 2013). An notion, practice, or object that is considered unique by a person or other unit of adoption, according to Rogers, an authority on theory of innovation (Rogers, 1983). Rogers outlined kinds of components as an important context, which Information System investigators have merged with other settings to create a better-off and possibly more explanatory model (Thong, 1999). This theory is relevant since it points out the importance of innovation in our current tines.In this study it underpins the fact that much innovation needs to be undertaken in processing of visitors at entry points.

2.4 Conceptual Framework

A conceptual framework, as per Bell (2010), is a model that displays and shows the relationship between the predictor and predicted variables. It assists the researcher in organizing their ideas and completing an investigation satisfactorily. A conceptual framework also explains the link between the variables and explains the relationship between interconnected constructs (Kombo Tromp, 2009). The dependent variable is visitor visa processing, while the independent variables are application requirements, payment methods, clearance time, technology adoption, and security features. As has been

shown, the variables have been operationalized into units that are valid, measurable, and quantifiable.

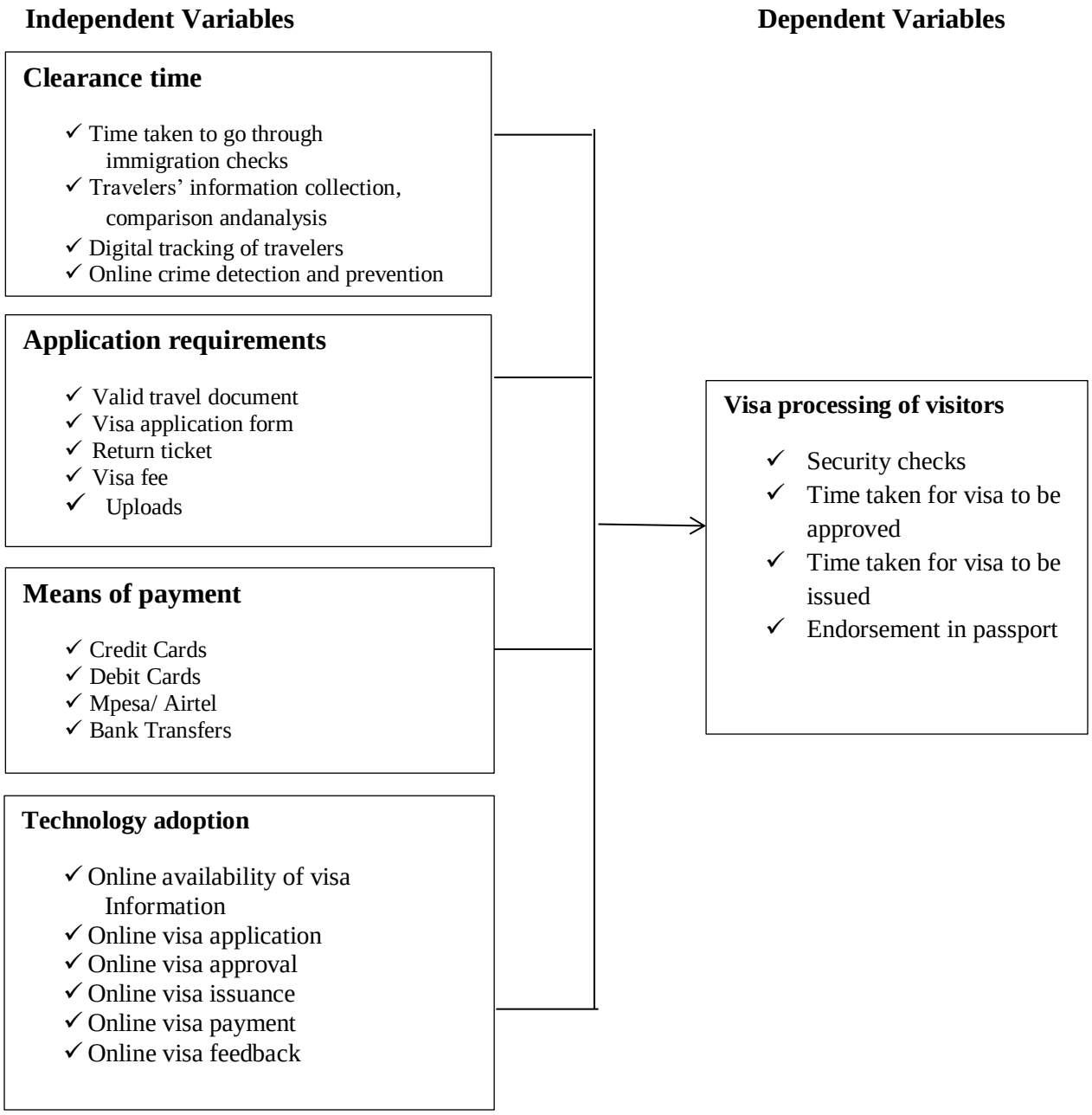

Figure 2.1: Conceptual framework

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter discussed how the research is undertaken in order to obtain the necessary information to provide answers to the study's questions. This chapter describes the researcher's design, targeted population, sample size selection, sampling frame, and data collection methods.

3.2 Research Design

The procedures chosen and used to investigate a set of hypotheses or queries are referred to as research designs (Orodho, 2009). This study employed a descriptive design because it allows the researcher to collect both qualitative and quantitative data, allowing the researcher to collect a large amount of data. It also enables findings to be generalized to a larger population. Moreover, a descriptive survey design can be used to investigate pioneering scholarly work in order to allow scholars to collect data, summarize, show, and interpret results for the purpose of elucidation (Orodho, 2012).

3.3 Site of the Study

Busia and Malaba border points are both situated in Busia County of the Kenya side of the border which is the main link between Kenya and Uganda and also, they are the main routes that join to the other main eastern Africa nations of Rwanda, Burundi, South Sudan and eastern Democratic republic of Congo. There are five gazette border points between Kenya and Uganda namely Busia, Malaba, Lokitanyala, Lwakhakha and Suam.

3.4 Target Population

A population, as characterized by Mugenda and Mugenda (2013), is a set of elements with study characteristics. As per Oso and Onen (2009), the target population refers to the entire number of subjects or the entire ecosystem in which the researcher wishes to study. This research concentrates on immigration officers who supervise visitor processing at borders. The population also included both inbound and outbound visitors within the month under study. Per Mugenda and Mugenda (2013), units in the target population must have the attributes that the researcher is interested in. Table 3.1 depicts the distribution of the study population.

Table 3.1: Target Population

Target Group	Target Population	Percentage
In bound visitors	700	82.4%
Outbound visitors	100	11.8%
Immigration officers	50	5.9%
Total	850	100%

Source: Busia and Malaba immigration (2022)

3.5 Sampling Frame

The sampling frame of this study is made up of respondents derived from Malaba and Busia borders. The said respondents are directly involved and are deemed to possess important information that lead to the importance of the study. Orodho (2009) defined sampling frame as a group of targeted respondents from which a sample is drawn and it is made up of all the constituents of the study population.

3.6 Sample and Sampling Technique

A sample, according to Wilson (2014), is a subset of the population under investigation that serves as a true representation of the population under study. A simple random selection procedure was used to select representative participants for the study. It ensures that all members of the population have an equal opportunity to be selected (Jilcha, 2019). To classify reasonable and most desirable results, a sample size determination technique used. If the sample group is well-chosen, a sample size of 10 to 30% is adequate (Mugenda and Mugenda, 2003). From the target population, a sample size of 170 was calculated to represent 20% of the total population (see table 3.2). The researcher therefore is confident that a total of 170 components would adequately serve the population.

Table 3.2: Sample Size

Target Group	Target population	Sample Size	Percentage
In bound visitors	700	140	82.4%
Outbound visitors	100	20	11.8%
Immigration officers	50	10	5.9%
Total	850	170	100%

3.7 Data Collection Tools

Data collection instruments, as characterized by Cooper and Schindler (2003), are tools used to gather empirical proof in order to achieve new knowledge and understanding and address the research questions. The study primarily relied on primary information. The questionnaire was used as a survey instrument by the researcher. As per Mugenda (2008), in order to obtain quantifiable information, the researcher must use closed and open-ended questions devised for generating information on key variables in this study from the study

participants. The questionnaire was split into two categories that covered the demographic data of the respondents as well as the research variables. This method of data collection is used to ensure good precision and ease of data gathering from survey participants (Vogt, 2010).

3.8 Data Collection Procedure

Data collection is the systematic and accurate gather of data relevant to survey questions (Vogt, 2010). The questionnaire forms used throughout the study was administered by research assistants. The researcher began data collection after the proposal was approved and a letter has been issued. Moreover, the researcher sought permission from the Malaba and Busia borders to collect data. The drop and pick data collection method was utilised.

3.9 Pilot Testing

According to Kathori (2011), a pilot test refines research instruments, such as this questionnaire, by eradicating potential pitfalls that respondents are likely to encounter. Deficiencies and vagueness in the questionnaire are identified and revised to enhance data quality during collection. Besides which, the pilot study aims to determine whether the selected research aspects and procedures perform as expected. A pilot test, as per Vogt (2010), is designed to test the reliability and validity of study tool. Cooper and Schindler (2008) contend that a sample of 5-10% of the targeted population is appropriate for a pilot study. This study used 5% (12 questionnaires) of the desired sample size for pre-testing, with two respondents chosen at random from each stratum. Respondents in the pilot testing are not part of final study.

3.9.1 Reliability of the Instruments

The consistency of tools is measured by their reliability, which is whether they can yield similar results when repeatedly exposed to comparable conditions (Cronbach, 1951). According to Mugenda and Mugenda (2013), a reliable decision-making data set is one that was gathered using tools that produced similar results when used recurrently over time. The reliability analysis was measured internal consistency of the research variables. Cronbach's Alpha coefficient was calculated for all questionnaire elements and their evaluations provided. The determinant of reliability in this research was valued at alpha of 0.7.

3.9.2 Validity of the Instruments

This study employs content validity, which determines the extent to which the sample's chosen items represent the content being tested. To ensure content validity, the supervisor and project management professionals assessed questionnaire concepts and determine whether they measure what they claim to measure. The magnitude to which an instrument measures what it is supposed to measure is referred to as its validity. According to Mugenda (2008), validity demonstrates the factuality and accuracy of data and draw conclusions drawn from data.

3.10 Data Analysis and Presentation

According to Kothari (2004), data analysis is the process that begins immediately after the completion of data gathering and continues until the data is processed and construed. Questionnaires were reviewed to ensure that they are complete and that they have been adequately filled. In this investigation, descriptive statistics such as percentages, means,

and standard deviations was used to summarize and relate variables from administered questionnaires.

Data analysis was done quantitatively and qualitatively through SPSS (Statistical Package for Social Sciences). The data was also described using a multiple regression analysis, which demonstrates the link between predictor and predicted variables. While conducting a study, regression analysis is used to determine whether one variable (predictor) used to make predictions for the other variable (predicted) (Saunders et al, 2009). The model for this investigation is depicted below.

Where:

Y= Processing of Visitors

X_1= Application requirements

X_2= Means of payment,

X_3= Clearance time,

X_4= Technology adoption

β_0=Regression Constant or Intercept

$\beta_1, \beta_2, \beta_3$ = coefficients of various independent variables

ε =error term assumed to be normally distributed with a zero variance.

The analyzed data was presented inform of tables, graphs and charts to enhance easier interpretation and understanding of the research findings.

3.11 Logistical and ethical considerations

The researcher sought permission from key authorities before heading to the field to obtain data. The respondents were then be given a guarantee that the study would only be used for academic purpose. Respondents were treated with utmost privacy; they were additionally being met on their willingness. The researcher also obtained permits from the NACOSTI, The County Director of Education and Busia and Malaba immigration administration hitherto commencing the data collection initiative.

CHAPTER FOUR

DATA ANALYSIS AND INTERPRETATION

4.1. Introduction

This chapter presents results from analysis of field data. Data was analyzed using descriptive and inferential statistical methods and presented using tables. An attempt has been made to explain the outcomes based on the objectives of the study. The study findings are presented as per the objectives of the study.

4.1.1. Response Rate

The sample size of this study was 170. Out of the 170 questionnaires that targeted immigration officers and visitor at the visa processing at Busia and Malaba borders, 149 questionnaires were completed, which gives a response rate of 88%. According to Kothari (2004) a response rate of 50% or more is adequate for analysis therefore the responses obtained was an acceptable basis for drawing conclusions.

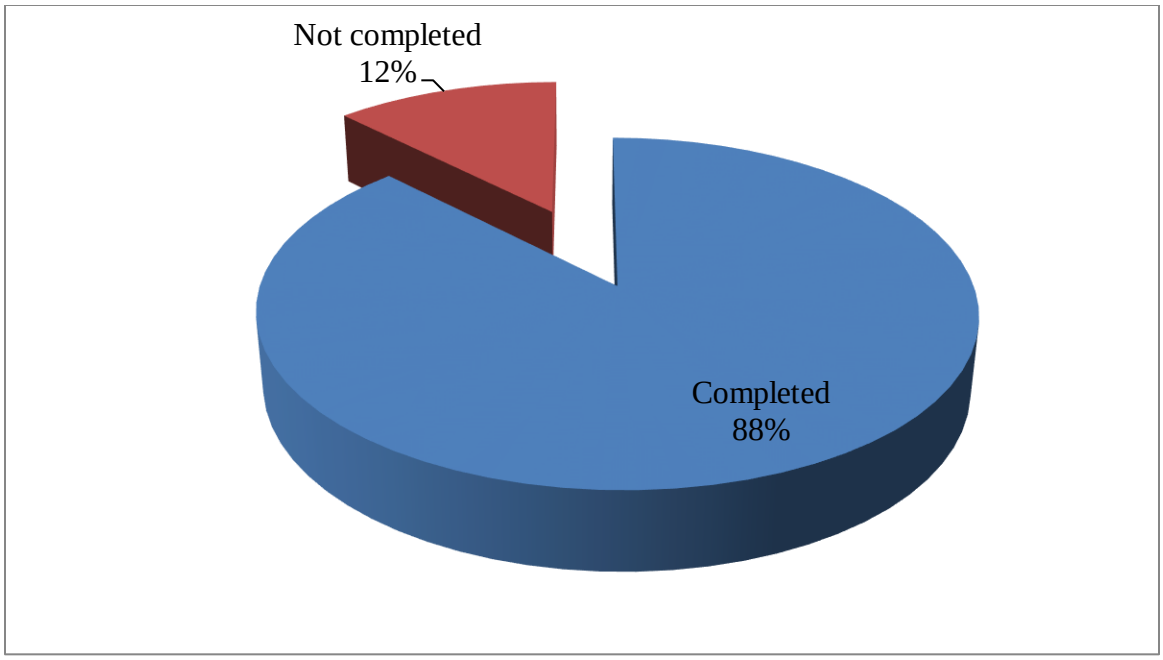

Figure 4.1: Response rate

4.1.2. Reliability of the Study

The study conducted a pilot study to assess the reliability of the study tool. It was noted that the reliability results obtained through Cronbach's alpha suggested that the tool was reliable in capturing the desired results. This is shown in table 4.1 below.

Table 4.1: Assessment of the study reliability

	N of Items	Cronbach's Alpha
Clearance time	10	.768
Application requirement	12	.820
Means of payment	10	.761
Technology adoption	12	.762
Visa processing	6	.846
The entire questionnaire	58	.838

N=17

4.2. Respondents General Information

As part of respondents' general information, the study assessed gender, level of highest education attained and age of the respondents. This information provides basic understanding on the nature of respondents involved in the study. Their profile is also study variables are analyzed based on this basic information.

4.2.1. Gender

The study analysed the respondents' representation by gender and presented findings in figure 4.2 below.

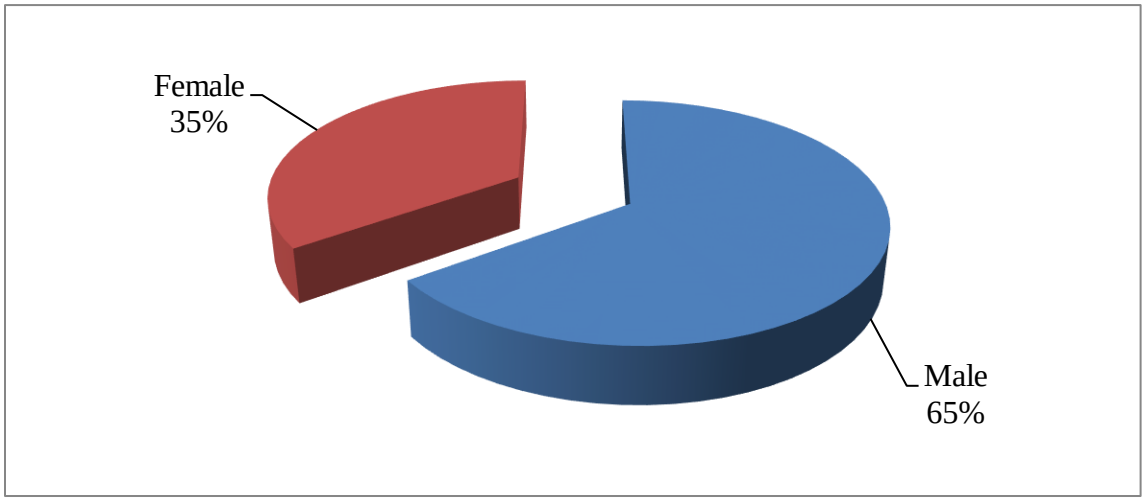

Figure 4.2: Respondents gender

The study found majority of the respondents were male who accounted for 65% of the respondents while female accounted for 35%. This implies that male is majority among travellers in across Busia and Malaba borders.

4.2.2 Respondent Age

The study also analyzed the respondents' representation by age and presented findings in figure 4.3 below.

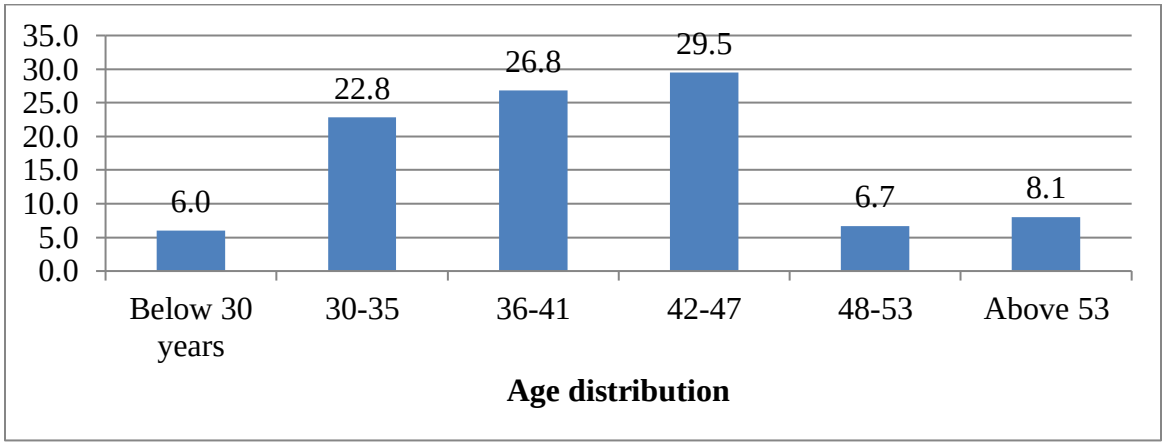

Figure 4.3: Age distribution

Most participants were aged 42-47 years who accounted for 29.5%, it was further noted 26.8% reported to be aged 36-41 years of age while 22.8% were aged 30-35 years.

4.2.3 Respondent Education

The study analyzed the respondents' representation based on the highest level of education attained and presented findings in table 4.2 below.

Table 4.2: Respondents Education level

	n	%
Primary education	10	7.0
Secondary education	38	26.6
College	44	30.8
University	51	35.7
Total	143	100.0

The study found most of the respondents had a university level (35.7%) as the highest level of education. It was also found 30.8% of the respondents had attained a college as the highest level of education achievement, it was further noted 26% and 7% had secondary certificate and primary certificate levels of qualifications respectively. Education qualification is critical in application of E-visa; high education qualification may help individual to understand technology which makes ease to apply for E-visa.

An interview with immigration officials reviewed that e-visa regimes in Kenya was well welcome; officers felt the regime was critical in processing of travelers. The processes were considered smooth and faster compared to the use of manual visa. Also the process aided in enforcing the security at the border, citing some response;

> *"e-visa has led to an improved travellers processing at the border, ease in identifying illegal travellers, "*

4.3 Effects of Clearance Time on Visa Processing of Visitors

In most borders across in different regions, visa clearance time takes a lot of time (Roy, Azad & Quaderi, 2022). The first objective of this study was to evaluate how clearance time affected the visa processing of visitors. This was evaluated on a number of factors which include time taken at the immigration checkpoints, processing of visa, analysis of travellers information, delays occasioned by checks and analysis of information, tracking of travellers, security as a result of digital tracking, ease of identifying and processing passengers with little scrutiny due to digital tracking, ease in nabbing the Illegal immigrants and passengers with dubious travel history and significance of identification international crimes rates. The findings are presented in table 4.3 below

Table 4.3: Effects of clearance time on visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
The time taken to go through immigration checks is limited	28	19.0	33	22.4	29	19.7	41	27.9	16	10.9	147	100
The immigration officials timely process passengers through the checks	11	7.5	23	15.6	44	29.9	40	27.2	29	19.7	147	100
Travellers' information collection comparison and analysis is done digitally	9	6.1	23	15.6	36	24.5	33	22.4	46	31.3	147	100
The Travellers information collection comparison and analysis causes delay to the passengers	19	13.0	36	24.7	40	27.4	25	17.1	26	17.8	146	100
Passengers are digitally tracked when they use the e-visa	8	6.0	24	17.9	29	21.6	33	24.6	40	29.9	134	100

Digital tracking ensure security and safety to passengers	9	6.6	22	16.2	37	27.2	31	22.8	37	27.2	136	100
Digital tracking makes it easier to identify and process passengers with little scrutiny	9	6.1	38	25.9	25	17.0	36	24.5	39	26.5	147	100
Illegal immigrants and passengers with dubious travel history are easily nabbed by the system	9	6.1	33	22.4	33	22.4	25	17.0	47	32.0	147	100
With the electronic identification international crimes rates have been reduced significantly	18	12.2	20	13.6	45	30.6	26	17.7	38	25.9	147	100

The study found time taken to go through immigration checks was considered limited as implied by 27.9% of those who agreed. This supports the findings of Yadav and Srivastava (2021) who found clearance of travellers using e-visa was faster. Most respondents 29.9% moderately agreed that the immigration officials timely processed passengers through the checks. Also most respondents moderately agreed (27.4%) that the travellers' information collection comparison and analysis caused delays to the passengers, a finding which is consistent with Hoogendoorn-Lanser, Schaap and OldeKalter, (2015). E-visa was considered by most respondents as an aid for digital tracking of passengers as implied by 29.9% who strongly agreed; it was also observed that digital tracking ensured security and safety to passengers as shown by 27.2% of those who strongly agreed , a finding which supports Putra, and Arifin,(2020) findings. The study further found digital tracking made it easier to identify and process passengers with little scrutiny as shown by 26.5% of those who strongly agreed. The finding support the work of Tatsiienko, et al (2021) who observed that digital information helped in identification and scrutiny of travellers' information.

On nabbing on illegal immigrants and passengers with dubious travel history, most respondent strongly agreed that clearance time aided in nabbing illegal immigrants and passengers with dubious travel history as shown by 32.0% of those who strongly agreed, a finding which was consistent with Nowrasteh (2016) who observed that adoption of visa made it difficult for illegal immigration. It was further moderately agreed (30.6%) that electronic identification international crimes rates had reduced significantly, a finding which supported the work of Kipingu and Shayo (2021).

Assessing other aspect of clearance time the study found checking of Covid 19 certificate, physical verification of visa especially when people travelling using bus arrive at the border. It was further observed that access of the evisa at the border was sometimes complicated particularly when system is down. The study found increasing of the immigration officers or checkpoints could aid in reducing the clearance time which is essential for clearance of the visitors at the border.

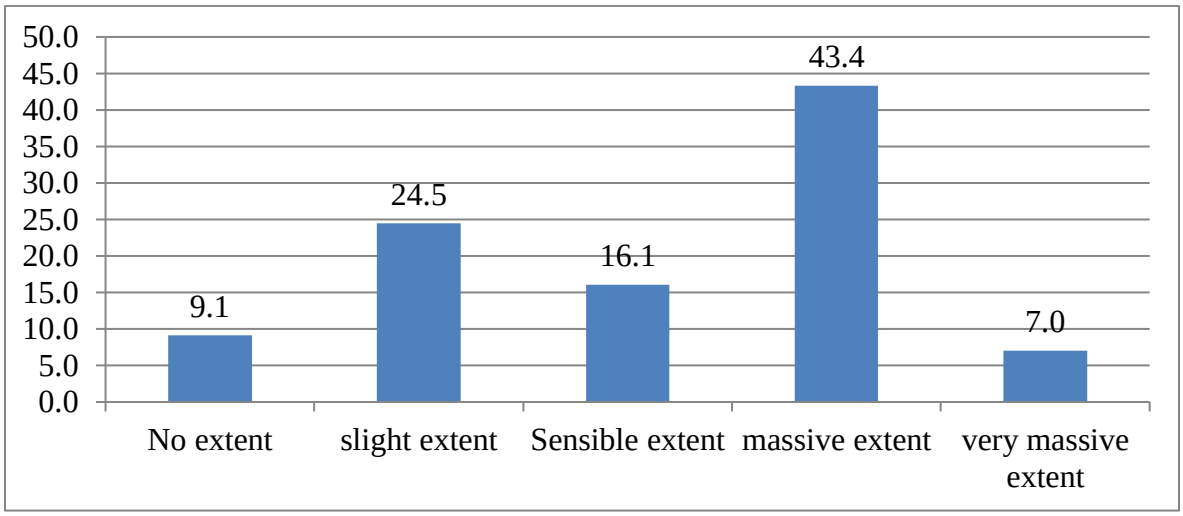

Figure 4.4: Extent of clearance time on the visa processing of visitor

The study found to a massive extent (43.4%) clearance time on the visa processing of visitor. It was further only 16.1% and 7% felt the clearance time influenced visa processing at the border to a sensible and very massive extent respectively.

The interview response from the immigration officers reviewed suggest that that the use of e-visa clearance time was faster, however, it was noted that most of drivers did not have visa. Introduction counters dedicated to drivers alone to help reduce congestion at the border. Citing a response;

"…….more counters are needed- need for an express counter for tarck drivers and VIPs"

Relationship between Clearance Time of Visa and Visa Processing of Visitor

The study sought to establish the nature of the relationship between the independent variable. This was done using correlation coefficients to test the linearity of the study variables. The study used Pearson Correlation (r) to test whether the relationship between the variables was significant or not at 95% level of confidence.

Table 4.4: Relationship between clearance time of visa and visa processing of visitor

Correlations

		Clearance time	Visa processing of visitors
Clearance time	Pearson Correlation	1	.182*
	Sig. (2-tailed)		.026
	N	149	149
Visa processing of visitors	Pearson Correlation	.182*	1
	Sig. (2-tailed)	.026	
	N	149	149

*. Correlation is significant at the 0.05 level (2-tailed).

The study found a positive but weak correlation between clearance time and visitors' Visa processing is implied by r = 0.182, with a p-value of .026< α=0.05. This suggest that at 95% confidence clearance time affected the visa processing and investment in enhancement of clearance time would improve visa processing process at the across Busia and Malaba borders. This finding is consistent with Roy, Azad and Quaderi (2022) who found the E-visa improve processing of visa at border point

4.4 Effects of Application Requirements on Visa Processing of Visitors

The second objective of this study was to evaluate how application requirements affected the visa processing of visitors. This was evaluated on a number of factors which include prior payment for visa issue, service on digital visa, ease of filling the application, granting of return ticket on account of digital application, affordability of e-visa, ease of online payment for e-visa, designated website where the documents can be uploaded, interface of the website, and possibilities of assistance where uploading the documents.

Table 4.5: Effects of application requirements on visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
One can only be provided with the e-visa after presenting valid documents	7	4.8	26	17.9	27	18.6	43	29.7	42	29.0	145	100
One can be served even after giving out digitized documents	7	4.9	28	19.4	39	27.1	46	31.9	24	16.7	144	100
Visa application form is easily accessible on the given website	5	3.4	25	16.9	43	29.1	44	29.7	31	20.9	148	100
The application can easily be filled and submitted online for processing	7	4.9	28	19.6	43	30.1	39	27.3	26	18.2	143	100
A return ticket is guaranteed when application is made digitally	22	15.5	27	19.0	36	25.4	35	24.6	22	15.5	142	100
The e-visa fee is affordable	12	8.3	36	24.8	47	32.4	25	17.2	25	17.2	145	100
The e-visa fee is easily payable online	13	9.3	20	14.3	35	25.0	39	27.9	33	23.6	140	100

Application documents can be uploaded through the designated websites	13	9.2	20	14.1	29	20.4	46	32.4	34	23.9	142	100
The availed website has a complicated interface to put up uploads	11	8.0	23	16.7	42	30.4	32	23.2	30	21.7	138	100
The online platforms have steps of uploading documents	9	6.2	21	14.4	38	26.0	41	28.1	37	25.3	146	100
Assistance is needed when uploading documents online	11	7.4	34	23.0	43	29.1	27	18.2	33	22.3	148	100

The study also found one could only be provided with the e-visa after presenting valid documents as shown by 29.7% who agreed and 29.0% of those who strongly agreed; this findings supports the work of Roy, Azad and Quaderi (2022). Most people also agreed that one could be served even after giving out digitized documents (31.9%) which are consistent with Khelifi, et al (2020). Most people felt that the Visa application form was easily accessible on the given website as shown by 29.7% of those who agreed, 29.1% who moderately agreed and 20.9% of those strongly agreed which was also observed by Siddiquee (2016).

Most respondents moderately agreed (30.1%) that the application could easily be filled and submitted online for processing, a finding that support Yadav and Srivastava (2021) study. The study found most moderately agreed (25.4%) that a return ticket was guaranteed when application was made digitally, a finding which is consistent with Rathore and Sharma (2021). Also there was moderate agreement (32.4%) that the e-visa fee was affordable while most agreed that the e-visa fee was easily payable online (27.9%), a finding which is consistent with Mbilinyi and Werema (2018).

On the application documents, most respondents agreed (32.4%) application documents could be uploaded through the designated websites. However, the respondents felt that the availed website had a complicated interface to put up uploads as implied by 30.4% who moderately agreed, 23.2% who agreed and 21.7% who strongly agreed. Also, most respondents agreed (28.1%) that the online platforms had steps of uploading documents and most needed assistance when uploading documents online as implied by 29.1 who moderately agreed, 18.2% who agreed and 22.3% who strongly agreed. These findings

supports Yadav, and Srivastava (2021) work who found that there existed platforms where document could be applied step by stent during application of e-visa

On the requirements for application of visa, the study found some applicants were ignorant about the application process; didn't know the required documents and possessed low technology ability to successfully make application. The issues of system failure were on critical issue stressed by a number of participants; when system failure was experienced at the border. The accessibility of the internet and lack of information on where to find the agents especially away from border affected the travellers processing at the border. Application process will be enhanced by increasing agents around the border, adopting a backup system for the system, reduce application fee, reduce document used in the application of e-visa, build capacity on the e-visa application processes.

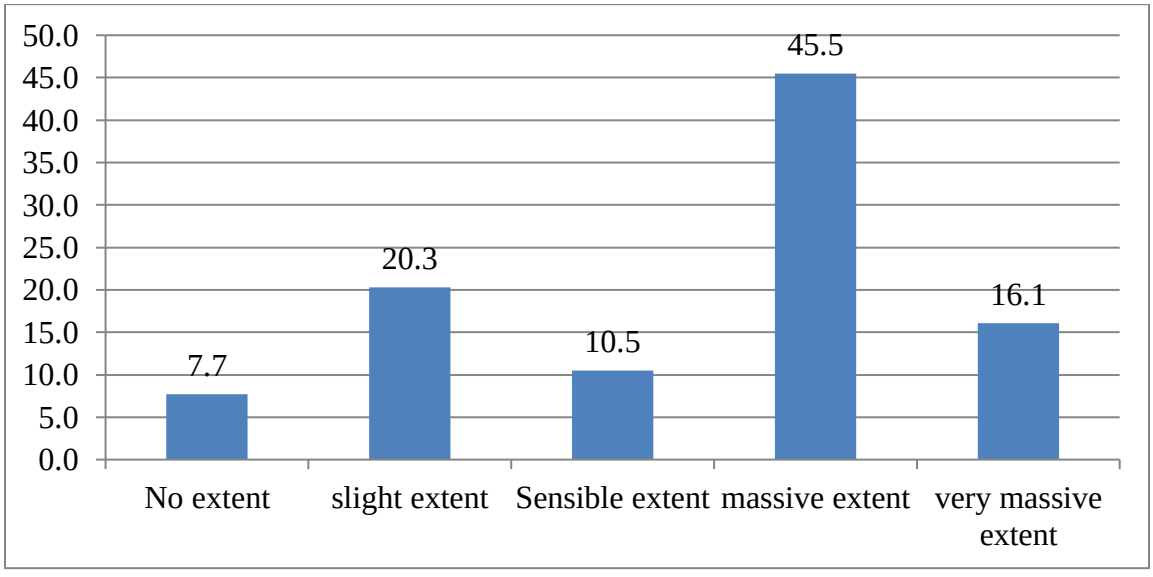

Figure 4.5: Extent of application of information on the visa processing of visitor

The study found to massive extent (45.5%) application information affected the visa processing of visitor visa. It was further only 10.5% and 16.1% felt the application

information influenced visa processing at the border to a sensible and very massive extent respectively.

The officers interviewed on the e-visa availability at the border and efficiency in processing of the visitors found that e-visa was not offered at the border on arrival but from agents and from online platform;

"……requirements are online. No visa on arrival"

Relationship between Application Requirement and Visa Processing of Visitor

The study sought to establish the nature of the relationship between the independent variable. This was done using correlation coefficients to test the linearity of the study variables. The study used Pearson Correlation (r) to test whether the relationship between the variables was significant or not at 95% level of confidence.

Table 4.6: Relationship between application requirement and visa processing of visitor

Correlations

		Application requirement	Visa processing of visitors
Application requirement	Pearson Correlation	1	.169*
	Sig. (2-tailed)		.040
	N	149	149
Visa processing of visitors	Pearson Correlation	.169*	1
	Sig. (2-tailed)	.040	
	N	149	149

*. Correlation is significant at the 0.05 level (2-tailed).

The study found a positive but weak correlation between application requirement and visitors' Visa processing is implied by r = 0.169, with a p-value of .040< α=0.05. This

suggest that at 95% confidence application requirement affected the visa processing and investment in enhancement of application requirement would improve visa processing process at the across Busia and Malaba borders, a finding which is consistent with Satzewich (2014).

4.5 Effects of Means of Payment on Visa Processing of Visitors

According to Nekmahmud and Hassan (2021), there are various mean of making payment for visa. The third objective of this study was to evaluate how means of payment affected the visa processing of visitors. This was evaluated on a number of factors which include acceptance of credit card in payments, payments feedback, acceptance of debit card, debit card convenience, acceptance of Mpesa payments, convince of bank transfers, comparison between banks and other payments mechanisms, and availability of banks around the borders.

Table 4.7 Effects of means of payment on visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
Credit cards are allowed in making payments	11	7.6	22	15.3	41	28.5	41	28.5	29	20.1	144	100
There are confirmation messages sent to visitors when one pays through credit cards	8	5.6	24	16.7	38	26.4	42	29.2	32	22.2	144	100
Debit cards are acceptable in paying for e-visa	9	6.4	22	15.6	38	27.0	39	27.7	33	23.4	141	100
Debit cards are convenient when making payments for evisa	10	7.2	31	22.3	30	21.6	37	26.6	31	22.3	139	100
Mpesa is allowed as a platform for making payments	2	1.4	28	20.1	36	25.9	41	29.5	32	23.0	139	100
Mpesa is the quickest way of making payments with prompt feedback after payment	6	4.1	21	14.5	43	29.7	34	23.4	41	28.3	145	100
Bank transfers are difficult to make when paying for e-visa at the borders	22	15.1	28	19.2	36	24.7	33	22.6	27	18.5	146	100
Bank transfers are slow when making payments compared to other forms of payment	18	12.4	24	16.6	45	31.0	31	21.4	27	18.6	145	100
There are several bank balances at the border that make it easy for bank transfers when paying for e-visa	23	15.8	21	14.4	47	32.2	30	20.5	25	17.1	146	100

Credit card payment is generally accepted in various payments, particularly online payment (Shen, 2016). Most respondent agreed that credit cards are allowed in making payments as observed by 28.5 who moderately agreed, 28.5% who agreed and 20.1% who strongly

agreed. Following the payment, respondents agreed (29.2%) that there were confirmation messages sent to visitors when one paid through credit cards. According to Leu, Huang and Wang (2015), visa payment sent feedback for transactions. On the acceptability of the debit cards are in paying for e-visa, there was a mixed reaction though it was inclined to agreement with 27.7% indicating agreement, 27.0 moderate agreements and 23.4% strong agreement. It was also observed the debit cards were convenient when making payments for evisa as shown by 21.6% who moderately agreed, 26.6% who agreed and 22.3% who strongly agreed, a finding which is consistent with Fuior and Filip (2016), who found debit card was convenient means of making payment.

According to Meru and Kinoti (2022), Mpesa payment is increasing as a means of payment in Kenya. On use of Mpesa in paying for evisa, the study found that Mpesa was allowed as a platform for making payments (as implied 25.9% who moderately agreed, 29.5% who agreed and 23.0% who strongly agreed) and Mpesa was considered the quickest way of making payments with prompt feedback after payment (29.7% who moderately agreed, 23.4% who agreed and 28.3% who strongly agreed), a finding which is consistent with Gitonga, (2019) findings who found Mpesa was considered the quickest way of making payments with prompt feedback after payment.

Bank transfers are an emerging mean of payment (Chew, Shen & Ansell, 2020) and this was the last method of payment for evisa evaluated in this study was use of bank transfers. The study found that banks transfer were generally considered slow when making payments compared to other forms of payment (31.0%% who moderately agreed, 21.4% who agreed and 18.6% who strongly agreed) and moderate agreement that there were

several bank branches at the border that make it easy for bank transfers when paying for e-visa (32.2% who moderately agreed, 20.5% who agreed and 17.1% who strongly agreed), a finding which is consistent with Fung and Halaburda (2016).

It was noted that the options available for the payment for Visa were limited; particularly when travelling at the night all banks at the border are closed, also Mpesa shops are closed making it difficult to make the payments. Payment processes was also affected by poor network services, delays at the bank ques. Therefore, there is a need to increase the number of officers, improve the network and provide more payment options. The service providers should improve infrastructures around the border to ensure seamless payment process.

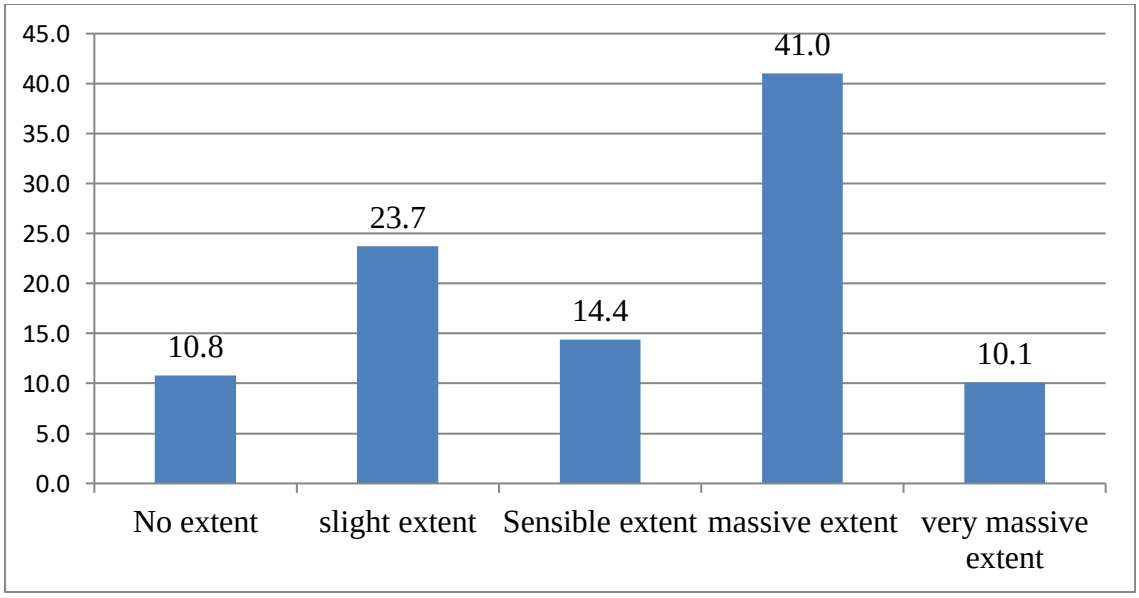

Figure 4.6: Extent mean of payment on the visa processing of visitor

The study found to massive extent (41.0%) means of payment affected the visa processing of visitor visa. It was further only 14.4% and 10.1% felt the means of payment influenced visa processing at the border to a sensible and very massive extent respectively.

The immigration officer through an interview on means of payments available at the border found that the means available were not convenient; there was need of having a card swapping machine to aid the payment process at the border;

> *"the means of payment processing available are border post are not convenient, there is need for card swapping machine to facilitate fast payment processing "*

Relationship between Means of Payment and Visa Processing of Visitor

The study sought to establish the nature of the relationship between the independent variable. This was done using correlation coefficients to test the linearity of the study variables. The study used Pearson Correlation (r) to test whether the relationship between the variables was significant or not at 95% level of confidence.

Table 4.8: Relationship between means of payment and visa processing of visitor

Correlations

		Means of payment	Visa processing of visitors
Means of payment	Pearson Correlation	1	.334**
	Sig. (2-tailed)		.000
	N	149	149
Visa processing of visitors	Pearson Correlation	.334**	1
	Sig. (2-tailed)	.000	
	N	149	149

**. Correlation is significant at the 0.01 level (2-tailed).

The study found a positive but moderate correlation between means of payment and visitors' Visa processing is implied by r =0.334, with a p-value of .000< α=0.05. This suggest that at 95% confidence means of payment affected the visa processing and investment in enhancement of means of payment would improve visa processing process at the across Busia and Malaba borders, a finding which is consistent with Pyvovar and Bandar (2020) who found payment influenced the visa processing.

4.6 Effects of Technology Adoption on Visa Processing of Visitors

The last objective of this study was to evaluate how technology adoption affected the visa processing of visitors. The study considered a number of constructs in effort to assess the technological adoption. These constructs include availability of visa information via website, clarification of visa information by immigration officer, ease of visa technology operation by everyone, ease of application for e-visa online compared to physical process, Visa approval happens within a short time after application, convenience of online issuance to travellers, availability of multiple platforms for applications, promptness in provision of feedback on application of e-visa, availability of e-visa application irrespective of time and location, responsiveness of the system to customer quarries.

Table 4.9: Effects of technology adoption on visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
Information on e-visa requirements is easily available on website materials	4	2.8	19	13.1	48	33.1	50	34.5	24	16.6	145	100
Visa information are clarified by immigration officials when one raises concern	6	4.2	28	19.4	40	27.8	50	34.7	20	13.9	144	100
Technology used in visa application can be easily operated by anyone	13	9.0	31	21.4	41	28.3	38	26.2	22	15.2	145	100
The time taken to apply for an e-visa electronically is less compared to physical application	13	13.1	19	19.2	28	28.3	20	20.2	19	19.2	99	100
Visa approval happens within a short time after application	10	7.2	40	29.0	30	21.7	36	26.1	22	15.9	138	100
Visa approval feedback is prompt	15	11.1	37	27.4	26	19.3	37	27.4	20	14.8	135	100

The online visa issuance is convenient to passengers	8	6.2	25	19.4	29	22.5	40	31.0	27	20.9	129	100
Online Visa payment can be done through various online platforms	15	11.8	19	15.0	27	21.3	45	35.4	21	16.5	127	100
The feedback given in the whole visa application to issuance is prompt and predictable	9	6.5	25	18.0	42	30.2	43	30.9	20	14.4	139	100
The online visa application platform is active 24hours a day	10	7.5	24	17.9	40	29.9	36	26.9	24	17.9	134	100
The online visa application platforms are responsive to customer queries	15	10.6	35	24.8	37	26.2	32	22.7	22	15.6	141	100

Most people agreed (34.5%) that Information on e-visa requirements was easily available on website materials, a finding which is consistent with Tasneem, Hasan, Marzan & Khan, (2022). Visa information was clarified by immigration officials when one raised concern as implied by 34.5% who agreed, a finding that supports the work of Satzewich, (2014) who argued that the Visa officers have to clarify the traveller's application information. Technology used in visa application could easily be operated by anyone as shown by 28.3% who moderately agreed; it also important to note that majority of responses was inclined to agreements. This support the work of Ören (2016) who found that the information required for e-visa were easily accessible. It was also observed a moderate agreement on the argument that the time taken to apply for an e-visa electronically was less compared to physical application (28.3%) and a disagreement that visa approval happened within a short time after application (29.0%); this finding support the work of Rizzi (2014) who observed the process for application was simple. Equally, the visa approval feedback was prompt as observed by most participants (as implied 19.3% who moderately agreed, 27.4% who agreed and 14.8% who strongly agreed).

Most respondents further agreed that the online visa issuance was convenient to passengers (31.0%) and that online visa payment could be done through various online platforms (35.4%), a finding which is consistent with Uddin and Akhi (2014) who found payment for e-visa platform was provided by various platforms.

Further on the technology adoption, the lack of computer skills, system failures, failure of online payments influences the traveller's processing at the border. The limited number of staff, time taken to process the e-visa, lack of manual backup systems, and noncompliance

of travellers at the border as well as lack of technical skills among the staff also influenced the traveling of visors.

Continuous capacity building among the staff and travellers on the use of the technology used by immigration department, reducing time needed for e-visa processing, employing and training more staff will serve to improve the use of technology used at the border in the immigration department.

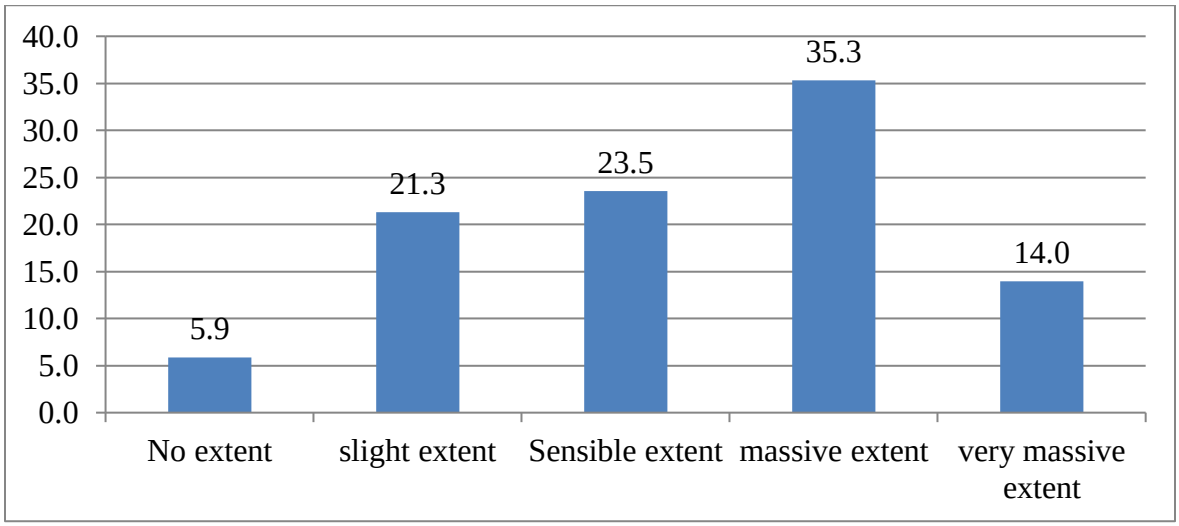

Figure 4.7: Extent to which technology adoption affected the visa processing of visitor

The study found to massive extent (35.3%) technology adoption affected the visa processing of visitor visa. It was further 23.5% and 14.0% felt the technology adoption influenced visa processing at the border to a sensible and very massive extent respectively.

Relationship between Technology Adoption and Visa Processing of Visitor

The study sought to establish the nature of the relationship between the independent variable. This was done using correlation coefficients to test the linearity of the study variables. The study used Pearson Correlation (r) to test whether the relationship between the variables was significant or not at 95% level of confidence.

Table 4.10: Relationship between technology adoption and visa processing of visitor

Correlations

		Technology adoption	Visa processing of visitors
Technology adoption	Pearson Correlation	1	.437**
	Sig. (2-tailed)		.000
	N	149	149
Visa processing of visitors	Pearson Correlation	.437**	1
	Sig. (2-tailed)	.000	
	N	149	149

**. Correlation is significant at the 0.01 level (2-tailed).

The study found a positive but moderate correlation between technology adoption and visitors' Visa processing is implied by r = 0.437, with a p-value of .000< α=0.05. This suggest that at 95% confidence technology adoption affected the visa processing and investment in enhancement of technology adoption would improve visa processing process at the across Busia and Malaba borders, a finding that supports the findings of Liang, Kohli, Huang and Li, (2021) who found technology adopted hand potential to influence visa processing.

4.7 Visa Processing of Visitors

The study also assessed the visitors' visa processing processes. This was evaluated on various constructs which included time consumed on security checks, reduction of security check at entry point as a result of e-visa, appropriateness of time taken in verification, verification process, digital endorsement on passport and time taken on the Endorsement on passport process. This is presented on table 4.11.

Table 4.11: Visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
The security checks take much time in processing visitors	9	6.3	24	16.7	42	29.2	48	33.3	21	14.6	144	100
E-visa has reduced security checks at the entry points	6	4.2	24	16.7	45	31.3	53	36.8	16	11.1	144	100
Time taken for visa approval is long and delays visitors	10	7.1	16	11.4	53	37.9	37	26.4	24	17.1	140	100
Verification time for E-visas is commendable	4	2.9	14	10.0	39	27.9	52	37.1	31	22.1	140	100
Endorsement on passport is done digitally	7	5.0	25	18.0	31	22.3	35	25.2	41	29.5	139	100
Endorsement on passport process takes place within one day	15	10.5	16	11.2	39	27.3	40	28.0	33	23.1	143	100

Most respondents agreed that security checks take much time in processing visitors (33.3%). It was also agreed that E-visa had reduced security checks at the entry points (36.8%). Time taken for visa approval was considered to be moderately long and delays visitors as implied by 37.9%. However, verification time for E-visas was commendable (37.1% who agreed). It was further noted that endorsement on passport was done digitally (29.5% agreement) and moderately agreed that the endorsement on passport process took place within one day (27.3%).

4.8 Regression Analysis

A combined regression model summary for the simple regression was computed to establish the relationship between the independent variables and the dependent variable. An output R Square depicts the proportion of variance in the dependent variable that can be explained by a unit change in the independent variables. The results are presented in table 4.12 below.

Table 4.12: Contribution of E-Visa Regime on Processing of Travellers at Malaba and Busia Border Posts

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.471[a]	.222	.200	5.17704

a. Predictors: (Constant), Technology adoption, Clearance time, Means of payment, Application requirement

The results show there is a positive significant relationship between the adoption of e-visa regime and processing of travellers at Malaba and Busia border posts as depicted by R squared =0.222. A unit change in the adoption of e-visa regime would increase processing of travellers at Malaba and Busia border posts by 22.2%.

4.8.2 Analysis of Variance

Analysis of Variance (ANOVA) is used to check the ability of the regression model to be used to predict the relationship between the independent and dependent variables. Using the F-statistic and the mean square differences the results were computed and presented in Table 4. 13 below

Table 4.13: Significance of E-Visa Regime in predicting processing of Travellers

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1098.972	4	274.743	10.251	.000[b]
	Residual	3859.457	144	26.802		
	Total	4958.430	148			

a. Dependent Variable: Visa processing of visitors

b. Predictors: (Constant), Technology adoption, Clearance time, Means of payment, Application requirement

The value of F (4, 144) = 10.251, P-value=0.000< 0.05 shows that the predictor variables of adoption of adoption of e-visa regime has a linear relationship with processing of travellers at Malaba and Busia border posts. Therefore, adoption of e-visa regime can fitted

into a regression model to predict the processing of travellers at Malaba and Busia border posts.

4.8.3 Regression Coefficients

The study further sought to determine the regression model based on the coefficient beta values. The results are presented in table 4.14 below.

Table 4.14: Effect of E-Visa Regime on the processing of Travellers

Coefficients[a]					
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.201	2.180		4.221	.000
	Clearance time	.015	.066	.019	.225	.822
	Application requirement	-.027	.055	-.043	-.488	.626
	Means of payment	.149	.066	.197	2.255	.026
	Technology adoption	.204	.046	.365	4.441	.000

a. Dependent Variable: Visitor's Visa processing

The findings show that clearance time, means of payment and technological adoption had statistically significant contribution on visitor's Visa processing among travellers in Malaba and Busia Border at α=0.05. On the other hand application requirement did not significantly contribute to the Visa processing among travellers in Malaba and Busia Border at α=0.05.

The regression model is given by the following equation; $Y=\alpha+\beta_1X_1+\beta_2X_2+\beta_3X_3+\beta_4X_4+\varepsilon$

$Performance=9.201+0.015X_1-0.149X_3+0.204X_4$. These findings imply that Visa processing among travellers would increase at a constant of 9.201units even with zero adoption of E-Visa. Technology adoption was found to be the highest contributor to the visitor's visa processing among travellers in Malaba and Busia Border in Kenya. This findings support the work of Caldwell (2015) who found the use technology influenced the processing of visa. This implies immigration department can increase visitor's visa processing significantly if they focused on technology adoption.

Mean of payment and technological adoption had statistically significant contribution on visitor's visa processing, a finding which support the findings of the Tounekti, Ruiz-Martinez and Gómez (2019) who found the means of payments contributed to processing of the visa among travellers. Equally, the e-visa improved processing of visa, findings that supports the work of Yadav and Srivastava (2021).

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMEDATIONS

5.1 Introduction

This chapter comprises the discussion, study summary, conclusions, recommendations, and suggestions for further research. The purpose of this research was to assess adoption of e-visa regime and its effects on processing of travellers at Malaba and Busia border posts, Kenya.

5.2 Summary

In this section, the study presents the summary of the findings obtained in chapter four. This is presented on the basis of the objectives; effects of clearance time on visa processing of visitors, effects of application requirements on visa processing of visitors, effects of means of payment on visa processing of visitors and effects of technology adoption on visa processing of visitors

5.2.1 Effects of Clearance Time on Visa Processing of Visitors

Time taken to go through immigration checks was considered limited. It was also moderately agreed that the immigration officials' timely processed passengers through the checks and the travellers' information collection comparison and analysis caused delays to the passengers. E-visa was strongly considered by most respondents as an aid for digital tracking of passengers and ensured security and safety to passengers. Further digital tracking made it easier to identify and process passengers with little scrutiny.

On nabbing on illegal immigrants and passengers with dubious travel history, it was noted that clearance time aided in nabbing illegal immigrants and passengers with dubious travel history and that electronic identification international crimes rates had reduced significantly. Assessing on the association between clearance time and visitors' Visa processing, the study suggested that at 95% confidence that clearance time affected the visa processing at Busia and Malaba borders and investment in enhancement of clearance time would improve visa processing process at the across Busia and Malaba borders.

5.2.2 Effects of Application Requirements on Visa Processing of Visitors

One could only be provided with the e-visa after presenting valid document and could also be served even after giving out digitized documents. Visa application form was easily accessible on the given website and the application could easily be filled and submitted online for processing. There was also a general agreement of a guaranteed return ticket when application was made digitally. Further, there was moderate agreement that the e-visa fee was affordable while most agreed that the e-visa fee was easily payable online.

Application documents could be uploaded through the designated websites. However, that the availed website had a complicated interface to put up uploads and steps of uploading documents and therefore, most needed assistance when uploading documents online. On assessing the association between application requirement and visitors' Visa processing, the study the suggested that at 95% confidence application requirement affected the visa processing at Busia and Malaba borders and investment in enhancement of application requirement would improve visa processing process at the across Busia and Malaba borders.

5.2.4. Effects of Means of Payment on Visa Processing of Visitors

Credit cards were allowed in making payments and confirmation messages sent to visitors when one paid through credit cards. On the acceptability of the debit cards are in paying for e-visa, there was a mixed reaction though it was inclined to agreement. Further the study noted that the debit cards were convenient when making payments for e-visa.

On use of Mpesa in paying for e-visa, the study found that Mpesa was allowed as a platform for making payments and Mpesa was considered the quickest way of making payments with prompt feedback after payment. Banks transfer were generally considered slow when making payments compared to other forms of payment; it was observed that there were several bank branches at the border that made it easy for bank transfers when paying for e-visa. On assessing correlation between means of payment and visitors' visa processing, it was observed that payment affected the visa processing at Busia and Malaba borders and investment in enhancement of means of payment would improve visa processing.

5.2.5 Effects of Technology Adoption on Visa Processing of Visitors

Information on e-visa requirements was easily available on website materials and visa information was clarified by immigration officials when one raised concern. Technology used in visa application could easily be operated by anyone and time taken to apply for an e-visa electronically was less compared to physical application. However, Visa approval did not happened within a short time after application but visa approval feedback was prompt. Online visa issuance was convenient to passengers and that online visa payment could be done through various online platforms. On assessing the correlation between

technology adoption and visitors' Visa processing, it was observed that technology adoption affected the visa processing and investment in enhancement of technology adoption would improve visa processing process at the across Busia and Malaba borders.

5.3 Conclusion

The study concludes that the adoption of e-visa influenced the processing of travellers at the Malaba and Busia border. When tested individually, clearance time, application requirement for e-visa, means of payment adopting in application of e-visa, and use of technology significantly influenced the processing of visa at the border while when cumulatively considered the relative contribution of application information to visa processing was considered insignificant.

The study also concludes that clearance time influenced the visa processing at the border point of Malaba and Busia; time taken at the immigration checkpoints, processing of visa, analysis of travellers information, delays occasioned by checks and analysis of information, tracking of travellers, security as a result of digital tracking, ease of identifying and processing passengers with little scrutiny due to digital tracking, ease in nabbing the Illegal immigrants and passengers with dubious travel history and significance of identification international crimes rates influenced the processing of travellers at the border.

The study further concludes that application information influenced the visa processing at the border point of Malaba and Busia though when considered alongside clearance time, means of payment and technological adoption, application information was found to have insignificant contribution.

The study also concludes that means of payment influenced the visa processing at the border point of Malaba and Busia. Acceptance of credit card in payments, payments feedback, acceptance of debit card, debit card convenience, acceptance of Mpesa payments, convince of bank transfers, comparison between banks and other payments mechanisms, and availability of banks around the borders influenced the processing of travellers at the border.

The study also concludes that technological adoption influenced the visa processing at the border point of Malaba and Busia. Availability of visa information via website, clarification of visa information by immigration officer, ease of visa technology operation by everyone, ease of application for e-visa online compared to physical process, Visa approval happens within a short time after application, convenience of online issuance to travellers, availability of multiple platforms for applications, promptness in provision of feedback on application of e-visa, availability of e-visa application irrespective of time and location, responsiveness of the system to customer quarries influenced the processing of travellers at the border.

5.4 Recommendations

The study recommends continued capacity building and creation of awareness on the e-visa influenced the processing of travellers at the Malaba and Busia border.

The study recommends immigration department to enhance clearance time to improve the visa processing at the border point of Malaba and Busia. This can be achieved through automating various services, use of biometric scanners to enhance time taken at the

immigration checkpoints, processing of visa, analysis of travellers information, analysis of information, tracking of travellers, ease of identifying and processing passengers with little scrutiny due to digital tracking and nabbing the Illegal immigrants and passengers

The study further enhancement of application information to make it clearer to most applicants, this can be achieved through inclusion of application guides in both document and video clips.

The study also recommends having more means of payment could enhance the visa processing at the border point of Malaba and Busia. Financial provides such as banks and digital financial platforms should be maximized and more training done to have more people with knowledge of visa processing.

Finally, the study recommends adoption of effective technological to promote visa processing at the border point of Malaba and Busia. The system should increase visa information via website, increase officers of visa information by immigration officer and build capacity to promote ease of visa technology operation by everyone.

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APPENDICES

Appendix I: Letter of Introduction

ROBERT KIPNGENO GAMOING

KENYATTA UNIVERSITY

POSTAL ADDRESS, 43844-00100

NAIROBI, KENYA

Dear Respondent,

RE: ADOPTION OF E-VISA REGIME AND ITS EFFECTS ON PROCESSING OF TRAVELERS AT MALABA AND BUSIA BORDER POSTS, KENYA.

I am a postgraduate student in Kenyatta University pursuing Masters of Public Policy and administration and currently conducting a study titled, adoption of e-visa regime and its effects on processing of travelers at Malaba and Busia border posts, Kenya. Kindly assist in this endeavor by duly filling the attached questionnaire/interview schedule -as will be directed.

The gathered information will be strictly for purposes of academia and whose revelations will greatly aid immigration department in improving processing of visitors across the borders and also get key lessons on the adoption of the evisa regime in Kenya. Also, be sure to note that your feedback will certainly be regarded with utmost confidentiality and can be divulged only after your approval.

Yours Sincerely,

Robert Kipngeno Gamoing

Appendix II: Questionnaire

Section A: General information

1. Gender

Male ☐

Female ☐

2. Age

30 – 35 ☐

36 – 41 ☐

42 – 47 ☐

48 – 53 ☐

Above 54 ☐

3. Highest level of education:

a. Primary Education ☐

b. Secondary Education ☐

c. College ☐

d. University ☐

Section one: Clearance Time

The scale is 1-5: 1-Strongly disagree, 2-Disagree, 3-moderately agree, 4-Agree, 5-Strongly agree. Rate per statement

	STATEMENTS	**1**	**2**	**3**	**4**	**5**
1	The time taken to go through immigration checks is limited					
2	The immigration officials timely process passengers through the checks					
3	Travelers' information collection comparison and analysis is done digitally					
4	The Travelers information collection comparison and analysis causes delay to the passengers					
5	Passengers are digitally tracked when they use the e-visa					
6	Digital tracking ensure security and safety to passengers					
7	Digital tracking makes it easier to identify and process passengers with little scrutiny					
8	Illegal immigrants and passengers with dubious travel history are easily nabbed by the system					
9	With the electronic identification international crimes rates have been reduced significantly					

10. What other ways can clearance time affect the processing of visitors at the border?

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11. To what extent does clearance time affect processing visitors at the borders?

a) No extent ▭
b) Slight extent ▭
c) Sensible extent ▭
d) Massive extent ▭
e) Very massive extent ▭

Section one: Application Requirements

The scale is 1-5: 1-Strongly disagree, 2-Disagree, 3-moderately agree, 4-Agree, 5-Strongly agree. Rate per statement

	STATEMENTS	**1**	**2**	**3**	**4**	**5**
1	One can only be provided with the e-visa after presenting valid documents					
2	One can be served even after giving out digitized documents					
3	Visa application form is easily accessible on the given website					
4	The application can easily be filled and submitted online for processing					
5	A return ticket is guaranteed when application is made digitally					
6	The e-visa fee is affordable					
7	The e-visa fee is easily payable online					
8	Application documents can be uploaded through the designated websites					
9	The availed website has a complicated interface to put up uploads					
10	The online platforms have steps of uploading documents					
11	Assistance is needed when uploading documents online					

12. What other ways can application requirements affect the processing of visitors at the border?

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13. To what extent does application requirements affect processing visitors at the borders?

f) No extent ☐

g) Slight extent ☐

h) Sensible extent ☐

i) Massive extent ☐

j) Very massive exte☐

Section one: Means of payment

The scale is 1-5: 1-Strongly disagree, 2-Disagree, 3-moderately agree, 4-Agree, 5-Strongly agree. Rate per statement

	STATEMENTS	**1**	**2**	**3**	**4**	**5**
1	Credit cards are allowed in making payments					

2	There are confirmation messages sent to visitors when one pays through credit cards					
3	Debit cards are acceptable in paying for e-visa					
4	Debit cards are convenient when making payments for evisa					
5	Mpesa is allowed as a platform for making payments					
6	Mpesa is the quickest way of making payments with prompt feedback after payment					
7	Bank transfers are difficult to make when paying for e-visa at the borders					
8	Bank transfers are slow when making payments compared to other forms of payment					
9	There are several bank balances at the border that make it easy for bank transfers when paying for e-visa					

10. What other ways can means of payment affect the processing of visitors at the border?

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11. To what extent do means of payment affect processing visitors at the borders?

a) No extent ▭

b) Slight extent ▭

c) Sensible extent ▭

d) Massive extent ▭

e) Very massive exte▭

Section one: Technology adoption

The scale is 1-5: 1-Strongly disagree, 2-Disagree, 3-moderately agree, 4-Agree, 5-Strongly agree. Rate per statement

	STATEMENTS	**1**	**2**	**3**	**4**	**5**
1	Information on e-visa requirements is easily available on website materials					
2	Visa information are clarified by immigration officials when one raises concern					
3	Technology used in visa application can be easily operated by anyone					
4	The time taken to apply for an e-visa electronically is less compared to physical application					
5	Visa approval happens within a short time after application					
6	Visa approval feedback is prompt					
7	The online visa issuance is convenient to passengers					
8	Online Visa payment can be done through various online platforms					
9	The feedback given in the whole visa application to issuance is prompt and predictable					
10	The online visa application platform is active 24hours a day					
11	The online visa application platforms are responsive to customer queries					

12. What other ways can technology adoption affect the processing of visitors at the border?

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13. To what extent does technology adoption affect processing visitors at the borders?

a) No extent ☐
b) Slight extent ☐
c) Sensible extent ☐
d) Massive extent ☐
e) Very massive extent ☐

Section one: Visa processing of visitors

The scale is 1-5: 1-Strongly disagree, 2-Disagree, 3-moderately agree, 4-Agree, 5-Strongly agree. Rate per statement

	STATEMENTS	**1**	**2**	**3**	**4**	**5**
1	The security checks take much time in processing visitors					
2	E-visa has reduced security checks at the entry points					
3	Time taken for visa approval is long and delays visitors					
4	Verification time for E-visas is commendable					
5	Endorsement on passport is done digitally					
6	Endorsement on passport process takes place within one day					

Thank you for taking time to answer this questionnaire

Appendix III: Interview Schedule for immigration officials

1. What is your general remark on the adoption of e-visa regimes in Kenya?

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2. What is your general remark on processing of visitors at Malaba/Busia border?

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3. Comment on the clearance time in this border?

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4. Do you think the eVisa application requirements available in this border post is efficient in processing of visitors? Why?

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5. Do you think the means of payment available in this border post is convenient enough in processing of visitors efficiently and conveniently? Why?

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6. Do you think the technology adopted in this border post is sufficient efficient in processing of visitors efficiently and conveniently? Why?

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7. What are some of the measures that the immigration department can institute in ensuring effective processing of visitors at the border posts?

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8. In the measures above which one would you regard as the most appropriate and why?

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Appendix IV: Authorization from Ministry of Education State Department of Early Learning and Basic Education

REPUBLIC OF KENYA

MINISTRY OF EDUCATION
STATE DEPARTMENT OF EARLY LEARNING AND BASIC EDUCATION

Telephone: 055-22152
Fax:055-22152
When replying please quote
Email:cdebusia@gmail.com

COUNTY DIRECTOR OF EDUCATION
BUSIA COUNTY
P.O. BOX 15 - 50400
BUSIA (K)

7th November, 2022

Ref No.
MOEST/BSA/CED/TR/RCT/4/6/(360)

Sub-County Directors of Education
BUSIA COUNTY

RE: RESEARCH AUTHORIZATION

This office is in receipt of letter from NACOTSI dated 2nd November, 2022 authorizing research on "***Adoption of E-Visa regime and its effect on processing of travellers at Busia and Malaba border posts Kenya, Busia County***" for the period ending **2nd November, 2023**.

This is to inform you that **Mr. Robert Kipngeno Gamooing** has been authorized to conduct the research. Kindly accord him the necessary assistance.

COUNTY DIRECTOR OF EDUCATION
BUSIA KENYA

NANCY AFANDI
COUNTY DIRECTOR OF EDUCATION
BUSIA COUNTY

Appendix V: Authorization from County Government of Busia

Letter of Information/ Authority

ROBERT KIPNGENO GAMOING

KENYATTA UNIVERSITY

POSTAL ADDRESS, 43844-00100

NAIROBI, KENYA

To

COUNTY GOVERNOR,

BUSIA COUNTY.

Dear Sir,

RE: RESEARCH STUDY IN MALABA AND BUSIA OSBP

I am a postgraduate student at Kenyatta University pursuing Masters of Public Policy and administration and currently conducting a research study titled, adoption of e-visa regime and its effects on processing of travelers at Malaba and Busia border posts, Kenya. This is to kindly inform your office that I will be carrying out the same research from 3rd November 2022 to 9th November 2022.

The gathered information will be strictly for purposes of academia and whose revelations will greatly aid directorate of immigration in improving processing of visitors across the borders and also get key lessons on the adoption of the e-visa regime in Kenya.

Yours Sincerely,

3/11/2022

Robert Kipngeno Gamoing

Encl

Research license from NACOSTI, no. NACOSTI/P/22/21431

Approval of Research Project Proposal from Kenyatta university

Appendix VI: Authorization from Ministry of Interior and Coordination of County Government of Busia

REPUBLIC OF KENYA

OFFICE OF THE PRESIDENT
MINISTRY OF INTERIOR AND CO-ORDINATION OF NATIONAL GOVERNMENT

ccbusia@gmail.com
When replying please quote

COUNTY COMMISSIONER'S OFFICE
BUSIA COUNTY
P.O. BOX 14
BUSIA (K)

Ref No. ADM 27 VOL.I/04

and Date 7th November , 2022

Deputy County Commissioner
BUSIA SUB COUNTY

Deputy County Commissioner
TESO NORTH SUB COUNTY

RE: RESEACH AUTHORIZATION.

Following research authorization vide Director General National Commission for Science Technology & Innovation (NACOSTI) letter, Ref.No.230697 dated 2nd November, 2022 authorizing research on **"Adoption of E-Visa regime and its effect on processing of travellers at Busia and Malaba Border Posts, Busia County, Kenya"**

This is to inform you that **Robert Kipngeno Gamoing of Kenyatta University** has been authorized to carry out research in Busia Sub County and Teso North Sub County

Please accord him the due co-operation.

COUNTY COMMISSIONER BUSIA
07 NOV 2022
Email:ccbusia@gmail.com
P.O. Box 14-50100

Kipchumba Rutto
For: County Commissioner
BUSIA COUNTY.

CC

Robert Kipngeno Gamoing
KENYATTA UNIVERSITY

COUNTY COMMISSIONER – BUSIA Page 1

Appendix VII: Authorization from NACOSTI

REPUBLIC OF KENYA

NATIONAL COMMISSION FOR SCIENCE,TECHNOLOGY & INNOVATION

Ref No: **230697**

Date of Issue: **02/November/2022**

RESEARCH LICENSE

This is to Certify that Mr.. ROBERT kipngeno GAMOING of Kenyatta University, has been licensed to conduct research as per the provision of the Science, Technology and Innovation Act, 2013 (Rev.2014) in Busia on the topic: ADOPTION OF E-VISA REGIME AND ITS EFFECT ON PROCESSING OF TRAVELLERS AT BUSIA AND MALABA BORDER POSTS, KENYA. for the period ending : 02/November/2023.

License No: **NACOSTI/P/22/21431**

230697

Applicant Identification Number

Director General
NATIONAL COMMISSION FOR SCIENCE,TECHNOLOGY & INNOVATION

Verification QR Code

NOTE: This is a computer generated License. To verify the authenticity of this document, Scan the QR Code using QR scanner application.

See overleaf for conditions