

Digital Era and Challenges of e-Citizen on Passport Services in Kenya

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DECLARATION

I declare that this research project is my original work and no portion referred to in the project has been submitted in support of an application for another diploma, degree or qualification of this or any other university or other institution.

Signature.....Date.....

ABDIFATAH KULAH GUHAD

Q68/43742/2023

DECLARATION BY THE SUPERVISOR

This research project has been submitted for examination with my approval as the university supervisor

Signature.....Date.....

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DEDICATION

This study is dedicated to my family, friends, colleagues and comrades at the Kenya Institute of Migration studies (KIMS) for their overwhelming support throughout the program.

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I first and foremost take this golden opportunity to thank the Almighty GOD who has given the health and inspired me with the power of wisdom in completion of my research.

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ABBREVIATION AND ACRONYMS

DIS:	Directorate of Immigration services
EU:	European Union
GOK:	Government of Kenya
GUI:	Graphic User Interface
ICT:	Information Communication and Technology
ID:	Identity card
IPRS:	Integrated Population Registration System
KIMS:	Kenya Institute of Migration studies
MIS:	Management Information System
NPM:	New Public Management
PB:	Planned Behavior
SOA:	Services Oriented Architecture
TAM:	Technology Acceptance Model
TTF:	Task Technology Fit Theory
UON:	University Of Nairobi

ABSTRACT

This study aimed at investigating the challenges of e-citizen on passport services delivery at the Directorate of Immigration services (DIS) and further determines the influences e-citizen has in the delivery of passport in Kenya. The study had three objectives: To investigate the challenges of e-citizen platform in Kenya; to determine the influence of e-citizen services on passport application process; to examine the role of e-citizen platform on passport services delivery in Kenya. The study was carried out at the Directorate of immigration services, passport control offices and the department of e-citizen services in Kenya. The researcher employed both primary and secondary sources of data. Collection of primary data was through Questionnaire administered by the citizens (applicant) who applied for passport at the passport control office and face to face interview carried out from the staff at passport control office as well as the staff at department of e-citizen services, while secondary data was in terms of journals and records available at the e-citizen platform. Target population involved 24 applicants of passport through e-citizen platform. Data was analyzed quantitatively by use of Microsoft excel and presented using tables, pie chart and graphs. The researcher established that half of the respondents confirmed that e-citizen is indeed helpful in their application of passport whereas the other half of the respondents agreed that e-citizen is not helpful at all based on its many shortcomings and challenges that need to be addressed. Regarding the challenges, majority of the respondents have the fear of their information safety and data privacy since they rely on third party (cyber café) in their application process. Moreover, some other bigger percentage confirmed that the e-citizen portal is not user friendly and is too complex to interact with. Additionally, there are other percentages of the respondents who agreed that their ICT skills are not good enough to make them interact with the portal hence they rely on third party (cyber café) for application. Moreover, a good number suggested that they do not have computer device on their own which made them to rely on third party (cyber café). Others appreciated and praised the existence of the online portal which allowed data base sharing between the user and the government offices as it also improved record keeping. To address these challenges, the researcher proposes the government to establish a counter at the Huduma centers and as well as organize sensitization program to curb the fear of information safety and data privacy; the government also to provide subsidized electronic devices and internet for the people. However, the study could not be generalized since e-citizen services is an umbrella for many other government services, therefore the researcher proposes for further studies on the use of e-citizen services through different methodology and context.

CHAPTER ONE INTRODUCTION

➤ *Background of the Study*

E-Citizen is a digitized way of issuing services of the government; formally it was incepted to improve government services by creating efficiency and effectiveness in the government services to the citizens. The services to the public have changed drastically with a great improvement in the services delivery to the citizens of Kenya (Seongcheol, Kim, & Lee, 2009).

E-citizen was established In 2014, the Government of Kenya has availed this online platform for services delivery to the citizens. Various government services including passport application, driving license application, birth certificate application, business registration and lands registration among many others. Huduma centers were also launched to make the citizens access to these services. These services are done through electronically as well as payment of the services done in the same platform digitally (Oduor-Engels, 2016). The citizen online services reduces inefficiencies in services delivery through manual bureaucratic process, the online payment of services created accountability and transparency in government revenues. The establishment of this online platform has eased way of getting services and enhanced the revenue collection of the government. Waiting time and wastage of time in government offices to look for services reduced drastically, because the online platform made it easier for accessibility.

The presidential formed task force in 2013 saw the implementation of e-government services; subsequently e-citizen was conceived away of government interacting with its citizens in services delivery. The objective of the e-citizen platform was to increase productivity, make the government services centralized, enhance controlling, accountability, transparency, consolidate government information on services and inform the government on what decision to take as a policy formulation. In accessing e-citizen services, a person has to open an account in the e-citizen online platform, The integrated population registration system will automatically connect the person Identity card number for authenticity and thereafter a code is sent to the mobile number or email address to avoid fraud and impersonation. With the availability of the e-citizen account, the person can directly access the platform for application and uploading of documents, as well as access any government services available in the platform. Many Kenyans estimated to be around four (4) million accessed the platform by the year. By 2017, (Mwangi, 2017).

The Kenyan government has largely adopted e-governance in its operations through Information and Communication (ICT) Authority that governs and standardizes all government services (ICT Authority, 2014). The ICT Authority enforces the standards of information communications and technology in governance and promotes the supervision of electronic communication.

E-government services through digital platforms has tremendously reformed the government ministries, this enhanced the coordination between government and its citizens. The processes and procedure of government services became simple and thereby encouraging more citizens to interact with the government in that platform. (Putra & Arifin, 2020, p.138). E-citizen enhances the online platform services more available and reliable through the use of information and communication (Larkotey et al., 2017; Shiyo et al., 2018). The definition of e-government is complex but generally speaking its designed to ease processing and sharing of information, moving away from the manual traditional way of accessing government services. (Putra and Arifin, 2020). E-citizen has made services attainable from the government to be more accountable, transparent and reliable. This also reduces time wastage and availability of services at any given time. (Zewa and Zlotnikova, 2014). The e-citizen platform has informed policy makers and senior executive leaders on the importance of sharing information and interacting with the common citizens (Lupilya, 2015; Habibu et al, 2019).

E-citizen services have however had several shortcomings (Larkotey et al., 2017). However, some of the challenges can be resolved and may not affect entirely the adaptation of the online platform. E-citizen services inception happens to solve tiresome manual filling of applications that existed. These challenges experienced by the user of e-citizen include: computer illiteracy and ethical practices by the third party (Cyber café attendees) who helps individual in the application, among other challenges.

Although the prevalence of this challenges (Yang 2017). The Chinese government created platform known as WeChat which enhanced the interaction between the government and the Chinese people. This drastically enhanced the relationship between the government and the people. This social platform has enjoined government e-services, making improvement of services delivery faster and reliable. WeChat solidified and harmonized all government services, making the people access all government ministries and department in one platform.

The emergence of digital technology have changed peoples way of doing things, The reforms brought about by the technology improved services delivery in public sector (Khelifi et al. 2020). Delivery of services by government offices have come from a long way and passed through various evolutions until it reaches this point of digital technology and use of ICT. For example, In Kenya, public services delivery has experienced difficulties in the late 80's and early 90's because of the global crisis. The Third world countries couldn't withstand the pressure and had to obey the new order of the technological advancement associated with the developed countries with little or zero aid from the international financial institutions (Zattler, 1989). The

financial crisis and the limited resources has taught financial discipline improving the government services to the people less costly and faster (Ruguyamheto, 2005).

The establishment of digital technology has relatively improved productivity cost, accessibility and sharing information, better services delivery, faster communication, information processing and retrieval, utilization of resource and customization of data as per the requirement of an individual and better coordination between governments and the people. Digital Technology is important in the process and procedure of getting services offered by the government. Using e-citizen platform the technology networking has to be accessed and reachable all the citizens (Reffat, 2006).

E-citizen encourages using technology and integration of systems in the various government departments to enhance the transformation of services delivery. It gives framework and direction between government and its citizens for the implementation of public policy and collaboration and better coordination. (e-Government, 2004).

➤ *Significance of the Research*

There is a need to address challenges and hindrances that stood on the way of better services delivery in the public offices through the use of e-citizen. Most are technical issues which include: Knowledge of computer use, accessing high power network, Cost associated with it, data protection, Security violation, data protection, Lack of coordination between system owners and system users .and lack of transparency and accountability in the office which affect its achievement. The goal of E-citizen was to enable citizens to get services delivery in convenient and efficient manner. The outcome result will enhance accessibility and simple use e-citizen services platform.

My research paper attempts to find out the challenges of e-citizen on passport service delivery through creation of e-citizen account and submitting individual personal details online, and by uploading the entire necessary breeder documents (Identity Card and Birth certificate) required for passport.

The outcome of my research would be important for the policy makers on the enhancement and improvement of the application of e-citizen online platform. It would also help in equipping details of information that adds to the impact of e-citizen service delivery in Kenya. This research shall assist in policy formulation and regulation by bringing to light the e-governance policies and strategies that can improve services delivery.

The study shall inform managerial practice at the department of immigration and citizen services by increasing an understanding and appreciation by managers on the strategies that enhance effectiveness of e-citizen platform and its challenges in passport service delivery

The future researchers and academicians can get much information and references that pertains e-citizen services. Moreover, the outcome of this research would be important as it will allow more room for further research that will guide researchers on areas to concentrate on their work.

➤ *Scope of the Study*

The research will be conducted at the Passport section of the directorate of immigration and the department of e-citizen services. The other engagement respondents of this study will be citizens in heterogeneous set up, who uses e-citizen platform in passport application. Written questionnaire survey will be issued with 24 citizens who applied for passport through the e-citizen portal. The content scope focused on e-citizen and passport services delivery at the directorate of Immigration. The conceptualization of e-citizen was in terms of passport services delivery

Theoretical scope focused on technology acceptance model, management information systems, diffusion of innovation theory, theory of change, the resource-based theory and task technology fit theory. In the design of the research, It will employ descriptive method. The time scope was delimited to the time the directorate of immigration and citizen services adopted electronic governance.

➤ *Statement of the Problem*

E-citizen is a government online services that provides its citizens a platform to benefit from government services with ease and efficiency. Citizens are important to the government just like customers are important to the business person. In business we say, customer is the king and for the government citizens are the kings. Through the use of e-citizen platform, government avails provision of quality services that makes the citizen becomes loyal and patriotic towards the government. The quality of the service that government provides to its citizens will either improve or lower expectation of the citizens towards government services. Government ought to acquire the confidence of the citizens by better improvement of services delivery; because of this it is necessary for the government to make every effort for the citizens to be happy. This can achieve the accountability and transparency of the government towards its citizens.

E-citizen has been believed to bring about efficiency in faster and convenient services delivery; however, the government has done little effort to sensitize the citizens and little information on the use of the digital services, hence leading to many challenges in the process of interacting the portal. This shapes the attitude and perception of the people towards its services. This research seeks to investigate the challenges faced on e-citizen on passport services delivery in Kenya.

E-governance practices prevents obstacles to government services, make the services better and more responsive to the citizen needs, as well as avails accessibility and inclusion (Praeg & Spath, 2011). According to Ajeeli and AL-Bastaki, 2011, E-governance is a way of accessing technology and interacting with it by making applications, sharing of information, retrieving of information and uploading of documents. Despite rolling out of e-government in 2004 little has been achieved (Mutegi, 2015) leading to challenges in the quality of the services provision, as well as its transparency and accountability, contrary to the values and principles of public services (Kundenbindun, 2008). The challenge of applicants dissatisfaction in the application of passport in the e-citizen platform which have made it quite difficult in services delivery (Wanyama, B. W., 2016).

Manual filling of passport application forms was quite challenging. Missing important led to the production of inaccurate information of the holders of the passport. The task was too tiresome and wasted much time of the applicants; hence making the government sought alternative means from the traditional way to a more modernized and sophisticated way and become more responsive to the citizen needs. The e-Government mainly focus on and improves social and economic value efficiently (GoK, 2013).

➤ *Objectives of the Research*

Main objective of the research is to find out challenges of e-citizen on passport services delivery in Kenya.

- To investigate challenges of e-citizen platform in Kenya.
- To determine the influence of e-citizen services on passport application process.
- To examine the role of e-citizen platform on passport delivery services in Kenya.

• *Research Questions*

- ✓ What are the challenges of e-citizen platform in Kenya?
- ✓ What is the role of e-citizen platform on passport service delivery?
- ✓ How is e-citizen services influences passport application process?

CHAPTER TWO

LITERATURE REVIEW

➤ Introduction

This Chapter will analyze the different theoretical perspective and framework that enhanced the establishment and adoption of digital platforms that offers government services. It critically analyses different theories and previous literature on how e-government services enhances effective delivery of passport services and the challenges faced by the users of the platform.

Quality services delivery has been at the forefront in every public and private entity. Loyalty and patriotism in clients play a big role in high productivity (Ngei, 2009). The government of Kenya through e-governance and use of e-citizen platform have got a chance to make the citizens loyal and patriotic by providing quality services delivery. Ngei suggested that businesses can improve the quality of the services and change the attitude and perception of its customers. Every organization can realize high productivity and turnover, when the clients are satisfied and contented. The government can encourage and sensitize the people on the use of online platform and make it more accessible. This can improve the attitude and perception of those stuck at the old traditional way of doing things.

E-government provides the government an opportunity to leverage technology and makes all its services competitive and eye catching (Alanez, Kamil \$ Bashir 2010). Through the use of e-citizen the government can interact with its people and get feedback on how best it can maintain the services. The rapport between the government and the people increases as they can timely interact and give feedback. Some government create such online platform but fails to improve its quality (Chutumaskul, Funilkul, \$ Chongsuphajaisiddhi, 2008).

Humans by nature are controlled by their beliefs, traditions, culture, values and behaviors. Some may not welcome change due to the circumstances mentioned above coupled with psychological preparation, communication, sensitization programs and explanation of the change that is to be implemented. Use of technology like e-citizen can have impact on its use if the users are not prepared to use it (Shahzad, Luqman, Rashid \$ Shabbir 2012). The government can develop a strategy that can improve and make people appreciate the use of technology regardless of their beliefs, traditions, values and behaviors. Well planned sensitization program can help inculcate knowledge and better communication on the use of e-citizen platform in getting government services.

Data protection is a big issue in the use e-government. The information of the people uploaded in the e-citizen platform has to be secure and safe from fraudsters. Shakar 2002, informed that people expects their information and data be protected and made safety at all times, This way can attract more people to join the use of governance. The portal that protects peoples data from hackers and fraudsters improves the privacy of the people to use such platforms (Hua, 2009). In this century hackers and fraudsters surfing around internet and website looking to steal data and information to abuse. The custodian of the e-citizen platform ensures high standard of integrity not to disclose people information and get the confidence of the public (Conklin \$ white 2006). Public information is paramount and delicate, misusing and abusing can have negative impact. Security and privacy need to be protected. People fear and scared leaking of their information, they will not feel safe in such platforms (Layton, 2007). Such important details like names, physical address and unique identity number and photo has to be secured from the wrong hands.

People build trust and confidence when the e-governance platform is safe from hackers and fraudsters (Karunasena et al 2011). E-citizen is such a platform where public trust can be lost if the government does not take the issue of security seriously

In the year 2016, the report also shows that electronic services prevalence rate rose by 9 percent and online usability by 4 percent, quality factors, such as ease and speed of usage increased by one percent (European Commission, 2016). According to Godel, Harms, Jones and Mantovani (2016) e-governance programs in Europe are primarily geared towards reducing the costs of doing business which can be categorized into two, namely, necessary costs that is associated with it.

The Chinese government deliberately embarked on expanding use of e-governance in 2001 to improve individual, team and organizational performance with the intention of promoting socio-economic change and development (Sodhi, 2016). It is important to note that the country started implementing programs that could facilitate e-governance even before its global networks were fully connected (Luk, 2013) primarily to offer public services on the internet as either government to citizen (G2C) through online forums or government to government (G2G) through internet.

Africa has also made significant gains in developing similar electronic governance platforms (Kipchumba, 2015). E-governance was forced down the throat of African states disguising as new approach of public management known as New public management (NPM) by the western world as part of austerity measures to improve governance in developing nations. In Sub Saharan Africa, e-governance was therefore introduced to open up the democratic space, promote popular participation and investments in ICT related ventures (Munyoka & Manzira, 2013). However, lack of accountability and transparency is still a

common occurrence in most African countries leading to corruption (Mue, 2013). Government services are also still paper based hence increasing the frequency of human interaction (Amagoh, 2015), despite the introduction of ICT in government operations. This calls into question the role of ICT in government operations in the sub-Saharan Africa and hence the need for this research.

➤ Theoretical Foundation of the Research

Technology acceptance model was the main theory that informed the study. The TAM model was applicable in studying e-governance and effectiveness of Kenya's immigration department because technology helps people to gather, send, as well as receive information within a short period of time anywhere on earth. Advances in IT have dramatically shaped how people live and how organizations manage their businesses (Nyundo, 2013). E- Governance is the introduction of a wave of technological innovations and reinventions by the government. E-governance as an investment brings on board improved service quality offered by the government, service delivery, cost effectiveness and efficiency and better relationship between the government and its people. Implied herein by Nyundo is the principle of social contract between the government and citizenry.

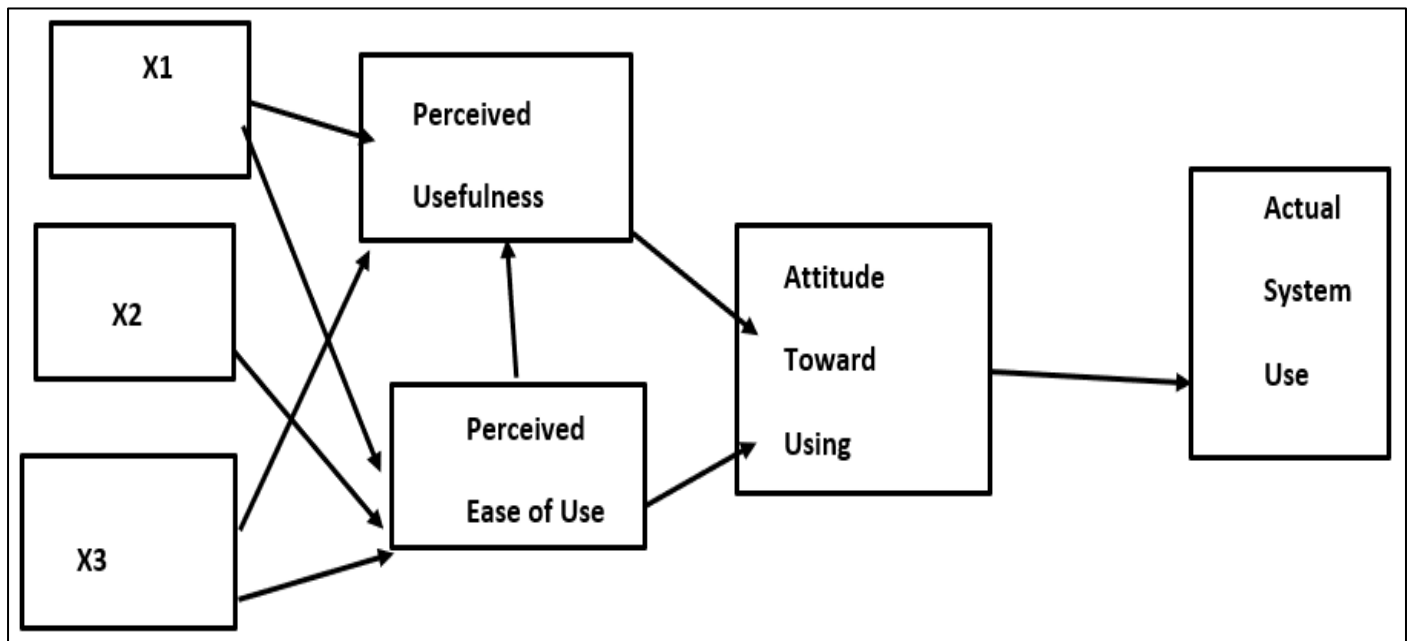


Fig 1 Technology Acceptance Model

➤ Task Technology Fit Theory (TTF)

The theory was propounded by Goodhue and Thompson (1995) and holds that there is financial performance bearing on individual performance with the adoption of ICT in the performance of a particular task. To measure task-technology fit, Goodhue and Thompson suggested that organizations should consider factors like authorization, production timeliness, ease of use, quality, compatibility, systems reliability and relationship with users. According to Ngumi (2014) task-technology fit theory is reliable in dissecting a series of information systems including electronic commerce and that it can also be applied in research with other models. According to the TTF theory, strategic fit should be attained between the task and technology. Goodhue and Thompson observed this in individual performance. Group performance was promulgated by Ziguers and Buckland (1998) and scrutinized by Ziguers, Buckland, Connolly and Wilson (1999). However, it was Gebauer and Shaw (2014) who realized that there are unanswered questions when it comes to the relevance of task technology fit in relation to mobile information systems. In other related studies, the usability studies asserted that task-technology fit conditions may not be influenced significantly the use-context (Perry et al., 2001).

The introduction of e-citizen service portal application and feedback was dependent on whether the users (customers) were able to use the application in the best way that the information technology required (Gebauer, Shaw, & Gribbins, 2010). The ease of use of the e-citizen system determines willingness of people to use it and hence employee performance at the directorate of immigration and citizen services as people will not have to queue in public offices. The theory instigated the dependent variable, passport services delivery and also supported the users to achieve their objective in a timely and efficiently manner.

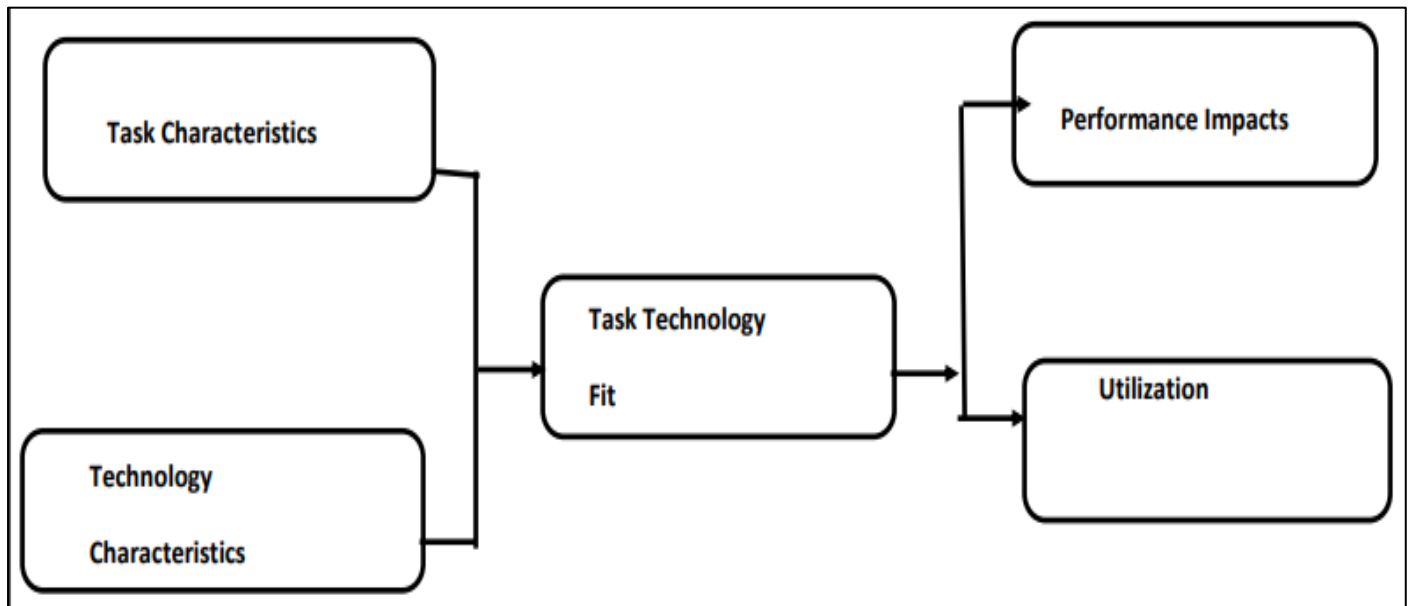


Fig 2 Task Technology Fit Theory

➤ *Management Information Systems (MIS) Theory*

This theory was formulated by Weber (1986). Information systems consists of nodes that have the capability to store data, channels that can dispense information as well as actors acting and re-acting upon that information (Affisco & Soliman, 2011), where actors are integrated to the system rather than being the system operators. A system entails a mix of activities and components of a study, where information system is thought of as a human interaction (Ismail & King, 2005). According to Muir & Oppenheim (2012), a system is the organization, employees, and technology involved and how each of the roles played by these categories interacts to improve the operations of the company. According to Muir & Oppenheim a management information system should be used to make decisions relating to planning, organizing, staffing, directing, controlling and budgeting. MIS involves systematic study of the organization in terms of people, processes and technology to attain competitive advantage, thereby increasing value and profit margins of the business. In the short-run, the goal of an information system is to disseminate data within the stipulated time frame. Managers are provided with timely and appropriate information giving them room to make effective decisions within a short period of time. Henceforth, data established will be very useful to an organization as it provides a strong and effective base in decision making, organizational development, and information merging. The management of information warrants proper selection, administration, operation, deployment, sustention, and growth of IT assets in tandem with the goals and objectives of the organization (North & Thomas, 2011).

An information system is made up of components which work together to create data, and which put into consideration hardware and software, data, strategies, and people, although the divisions can be built in every data structure.

➤ *Conceptual Framework*

The independent variable in this research is passport service delivery, which was studied as the influence to the adoption to e-citizen services (dependent variable). The indicators for the e-citizen service adoption included: e-citizen account creation, literacy on the use of computer and uploading of documents.

The intervening variables in the research are characteristics observed by passport applicants as defines by computer literacy of the applicants, demographics of the applicants, availability of internet services, Third party services (cyber café), accessibility of computer services, ease of use the services and government policies that influence adoption of eCitizen services. The research will measure the independent variables through secondary information obtained from reports, journals and publications related to eCitizen platform. The results will be tested by compiling and comparing the information from various sources on how passport service delivery was efficiently implemented. Face-to-face interviews will be conducted with a selected number of senior passport officials.

The dependent variables will be measured and analyzed using qualitative information collected through face-to-face interviews from both the passport section officials and the applicants of passports. The intervening variables will be obtained by analyzing the citizen's preferences and drivers to adoption of digital government services in relation to availability of digital options for services on eCitizen.

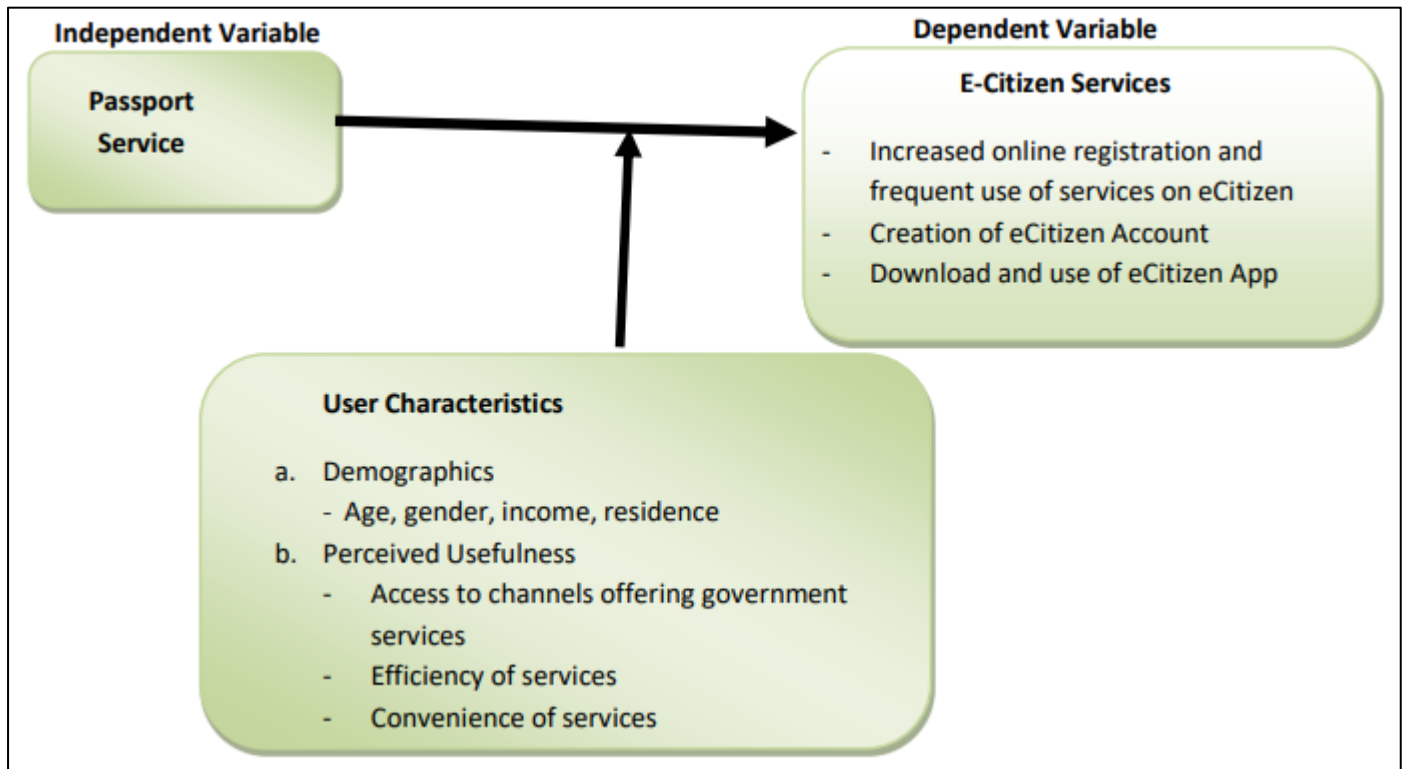


Fig 3 Conceptual Framework

➤ Current e-Citizen Portal in Kenya

E-Citizen portal avails over 5000 services to the citizens. The government interacts with its citizens through information sharing and services delivery. This is a great opportunity for the citizens to enjoy the availability of government services in e-citizen portal. This government online service prevents time wastage in government offices as well as efficiency in the application process. Some of the services available in e-citizen services include: passport application, Birth certificate application, driving license application, marriage certificate application, certificate of good conduct application, land clearance certificate application, business registration application, companies application and land rent clearance certificate among many others. Most of the ministries in the public services in Kenya use the e-citizen platform to reach out to the citizen's services delivery.

The Ministry of Interior and coordination of National government through its department of e-citizen department is the custodian of the portal. The Department of Immigration deals with the issuance of passport which is one of the services available in e-citizen platform.

The figure below shows the e-citizen home page on the portal.

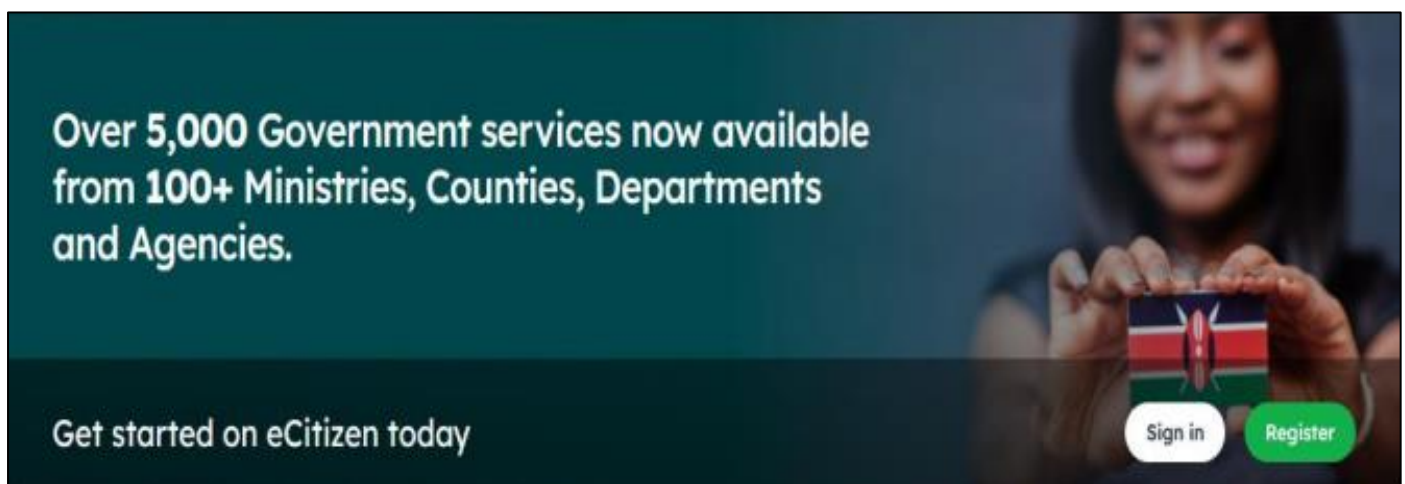


Fig 4 e-Citizen Portal

➤ *Passport Application Process Through e-Citizen Platform*

On 1st May 2015, The Kenyan government through Immigration department started offering online portal for passport application. The e-citizen online platform has helped simplify the passport application process significantly, reducing the time and effort needed. The following are the process followed when applying for passport through e-citizen platform:

Create an account in e-citizen. In Kenya every adult above 18years old has an identity card with a unique identity number retrieved from Integrated population registration system (IPRS). The system data ensures no duplication of the user Identity number, therefore every e-citizen account is specific to individual user with an authentication code to the email or the phone number of the user.

Fill online application in the account created in e-citizen. The user details like names date of birth, parent names, next of kin, physical address, height and peculiarity among other important details is manually filled.

Scan and upload required documents in the e-citizen platform. These include the breeder documents acquired to prove the nationality of the person. These include the identity card and Birth certificate, as well as parent's documents can be uploaded. Moreover, recently taken half size photo is uploaded into the platform as a requirement.

Pay the prescribed fees through e-citizen platform. This is done once u completes the application process just before submitting the application to the directorate of Immigration on the e-citizen platform.

Book an appointment for Biometric once the prescribed fees payment is made. The applicant preferred and convenient date and time can be picked for the Biometrics.

Print the duly completed form and two invoices and take them to the Directorate of immigration when physically presenting oneself for the Biometrics. Attach copies of required documents as well.

Submission for Biometric will be on the appointment date that was booked.

➤ *Challenges of e-Citizen Platform*

E-Citizen platform has got many challenges for the users. Though the inception was to ease the application process of the applicants and enhance efficiency in services delivery, the passport applicants faced mirage of problem7s in its use.

• *Some of the Challenges of e-Citizen Portal Include:*

Computer literacy for applicants especially the aged persons whose computer knowledge is inadequate, such individual may not appreciate the use of computer in the application process, they opt the traditional manual process of filling of forms which is tedious and tiresome.

Ethical practices by third party services provide. The computer illiterate citizens may opt for cyber café in the application; this can lead to preach in data protection. Through sharing of personal details to the service provider, important details may be leaked to fraudsters who may abuse the details of the data.

E-citizen services may be costly and the services providers in the cyber café may extort and take advantage of the situation of the computer illiteracy of the applicants. The digital technology ought to be efficient and cost reduction, but ironically the services providers in cyber café extort money hence ballooning the cost.

The e-citizen portal is updated manually, therefore chances of feeding wrong information to the portal is high. This can lead to retrieving of wrong details as an outcome.

CHAPTER THREE

RESEARCH METHODOLOGY

➤ *Possible Methods to be Used*

Research is a systematic approach in investigating a specific topic to get facts and add knowledge and information to the already existing information. The purpose of a research is gathering of information, exploring and explaining to improve the understanding of a topic.

• *Sampling*

Sampling is very important in research. It is defined as collection of data by either recording or encoding to test hypothesis about the characteristic of a population. Conclusion can be drawn through observation to deduce hypothesis.

➤ *Sample Size and Sampling Procedures*

The research used random sample sizes to indicate the number of subjects necessary for a reasonably test for the study , and probability sampling thus each element in the population had an equal, independent chance of being selected, and a non-bias sample representative of the target population. The sample chosen will be random, though the target sample will be mostly people who have used E-citizen services to apply for a passport, thus able to collect data appropriate and required for the study and used to produce accurate results and findings.

➤ *Data Collection Instrument*

This research will be done by use of primary data that includes: Interview and Questionnaire.

Interviews of similar set of question will be conducted to different users of e-citizen portal and the challenges they come a cross. The answers of the respondent will be recorded. The data collected through face-face interview will serve as a primary data.

Questionnaire will be both physical and online which will be filled by randomly selected group of people. The sample selected will answer set of questions based on the challenges of e-citizen on passport application process.

The research will also make use of secondary data available and the locally available resource materials. Some of the secondary data that will be used include: records available in the e-citizen portal, reports, journals and other available material in the department of e-citizen and the department of immigration services.

➤ *Plan of Analysis*

The primary and the secondary data collected will be used for analysis purpose. The data is analyzed, interpreted and conclusion attained. The conclusion will also capture the recommendation and the solution to the challenges of e-citizen in passport services delivery. Tabulation, drawing of bar and pie chart will be used as statistical method data collected will be analyzed and interpreted using various statistical tools. It will be tabulated against the number of respondents and percentages favoring them. Bar and pie charts will be used to present and interpretation will be deduced. Wrong inferences like incomplete and dishonest answers will be eliminated.

CHAPTER FOUR DATA ANALYSIS, RESULT AND DISCUSSION

Analysis and interpretation plays an important role in the research process. It helps to extract pertinent findings from the collected data by applying the statistical techniques in discovering additional findings. It converts raw data into meaningful information.

Analysis is done with the attempt to organize the summaries data in order to enhance the effect of result in such a way that enables to relate critical points with studies objectives.

Percentage analysis is used for data analysis and interpretations. Analysis and interpretation is based on questionnaire and face to face interview which gives the data required for the study.

This research targeted 24 passport applicant at passport control office Nyayo house, the researcher distributed 30 questionnaire (15 morning shift and 15 afternoon shift). 25 questionnaire were returned, with 24 accurately filled. The research therefore analyzed the data based on the 24 questionnaire. Sample size of 24 were chosen because there are 10 counters in passport control office who receive passport application for processing, there are also are 2 special counters meant for urgent and medical cases. The work plan is designed for morning and afternoon shift. The researcher took 20 applicant from the counters serving the passport applicant (10 from morning shift and 10 from afternoon shift), in addition 4 applicant from the special counters(2 from morning shift and 2 from afternoon shift) were chosen to fill the questionnaire. This makes a total of 24 applicants as a sample size for the questionnaire. This response rate is sufficient and represent all for statistical analysis.

➤ Demographic Information

The research sought to establish the demographic information about the respondents and their fitness in providing data required by the research.

- Gender of the Respondent

Table 1 Gender of the Respondent

Particulars	Respondents	Percentage
Male	12	50
Female	12	50
Total	24	100

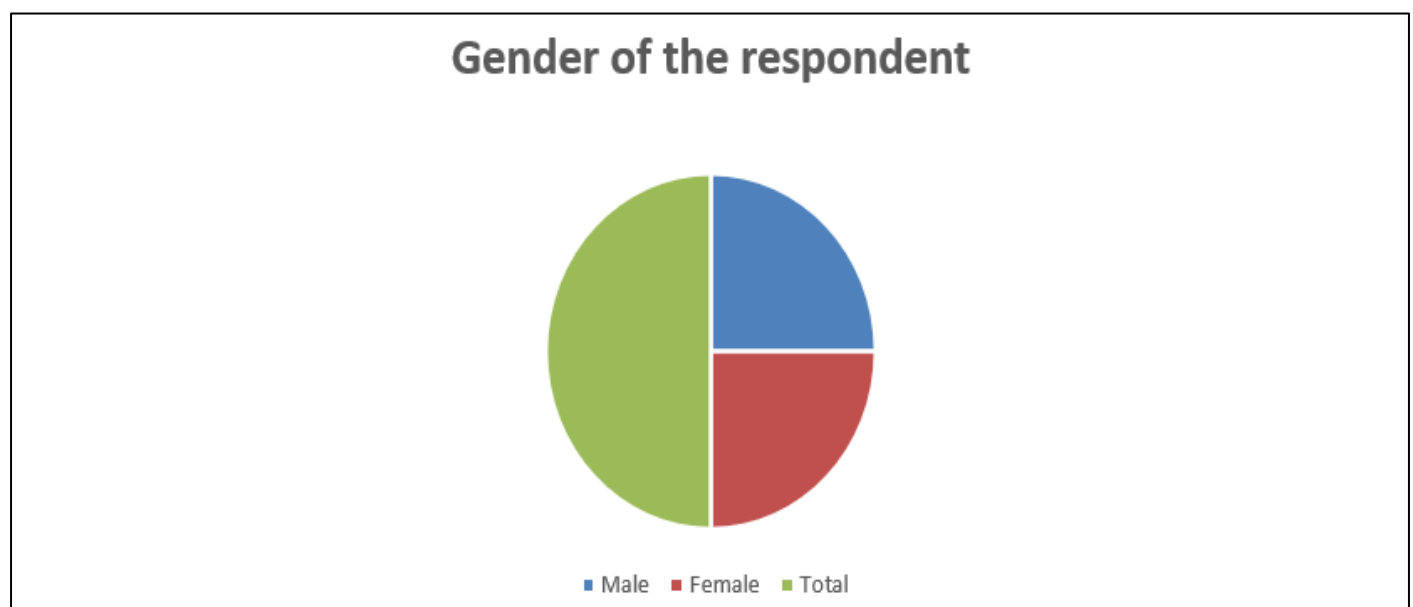


Fig 5 Gender of the Respondent Pie Chart

The Male and the female respondents of the questionnaire are at 50 percent each. The researcher used equal number in the gender distribution to get accurate and honest information on the challenges faced on the use of e-citizen portal for passport services delivery. This equal representation of gender gives genuine information to rely on.

- *Resident of the Respondents*

Table 2 Resident of the Respondents

Particulars	Respondents	Percentage
Urban	17	70.8
Rural	7	29.2
Total	24	100

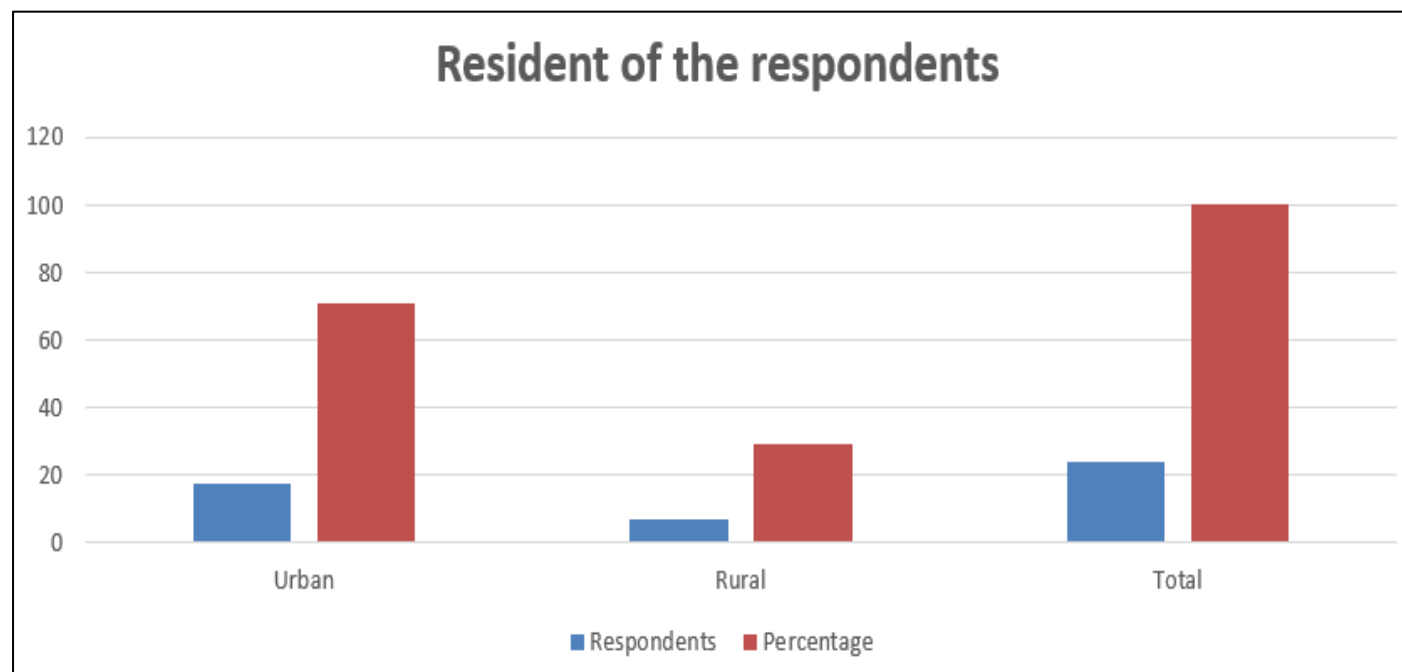


Fig 6 Resident of the Respondents Column Bar

The table shows that 70.8 percent of the respondent resides in urban areas and the remaining 29.2 percent resides in rural areas.

The vast majority of those who apply for passport in Nyayo house reside in the urban/ city, the Directorate of immigration has other regional offices in passport processing. The researcher decided to carry out the research in the headquarter, therefore the rural dwellers may be processing their passport in the regional office near their residents, however the objective of the research can be derived from both urban and rural residents.

- *Age of the Respondent*

Table 3 Age of the Respondent

Age category	Frequency	Percentage
18–25	7	29.2
26–35	7	29.2
36–45	4	16.7
46–55	3	12.5
56–65	2	8.3
Above 65	1	4.2
Total	24	100

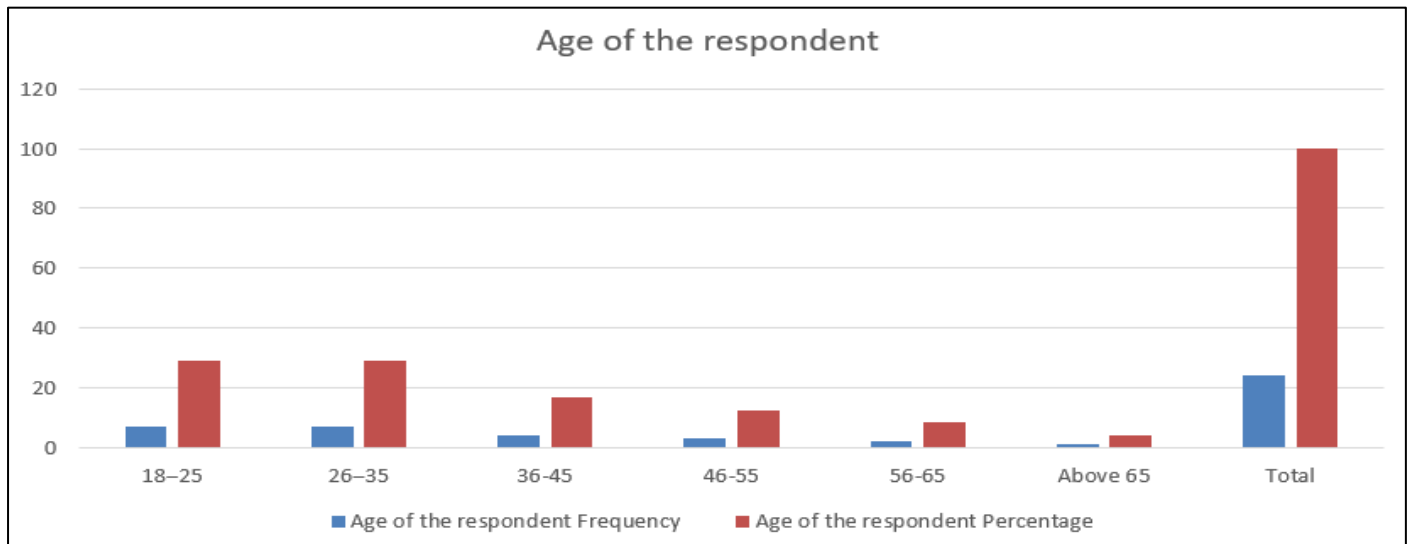


Fig 7 Age of the Respondent Column Chart

The table shows that the vast majority of the respondent aged between 18-35 years formed a merged percentage of 58.4 percent, followed by age bracket of 36-45 whose percentage is 16.7 percent, the age bracket of 46-55 have 12.5 percent. The age bracket between 56-65 years formed 8.3 percent while those above 65 years formed 4.2 percent of the respondent.

Majority of the respondents are youthful, this may interpret that most of those seeking passport services through e-citizen portal are youth who can easily relate the study under discussion, hence can meaningfully contribute to its objectives. The youthful aged bracket may be seeking passport to migrate in search of job opportunities and studies. The percentage of the respondents decreases as age increases; this implies that aged chunks are not interested in seeking passport services through e-citizen portal.

- *Level of Education of the Respondent*

Table 4 Level of Education of the Respondent

Level of education	Frequency	Percentage
Doctorate level	2	8.3
Masters level	4	16.7
Bachelor's degree level	8	33.3
Secondary	9	37.5
Primary	1	4.2
No formal education	0	0
TOTAL	24	100

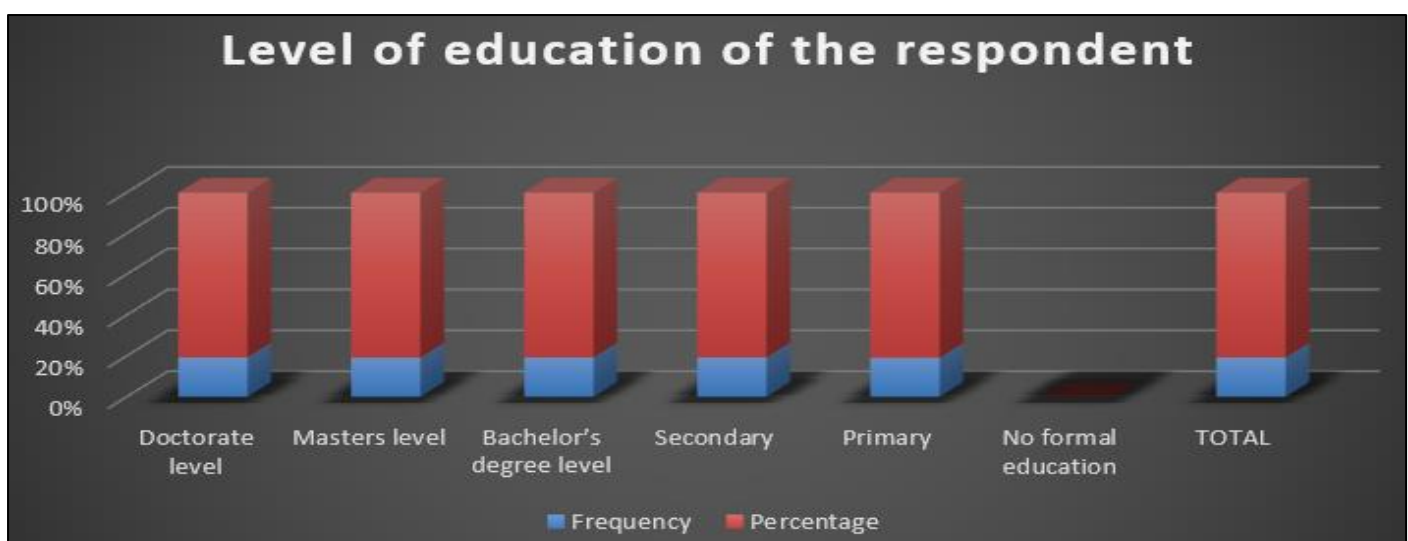


Fig 8 Level of Education of the Respondent Bar Chart

From the table above, the respondent with doctoral level of education is 8.3 percent. Those with masters are 16.7 percent. Those with bachelor's degree level are 33.3 percent while those with secondary education are 37.5 percent, their counterpart in primary education counts 4.2 percent, however, there are no respondent without formal education. This implies that all the respondents in this questionnaire are literate and they therefore could articulate well the study concept and hence can adequately address the research objectives.

- *E-citizen Portal is Helpful in Passport Services Delivery*

Table 5 E-citizen Portal is Helpful in Passport Services Delivery

E-citizen portal helpful	Respondents	Percentage
YES	12	50
NO	12	50
TOTAL	24	100

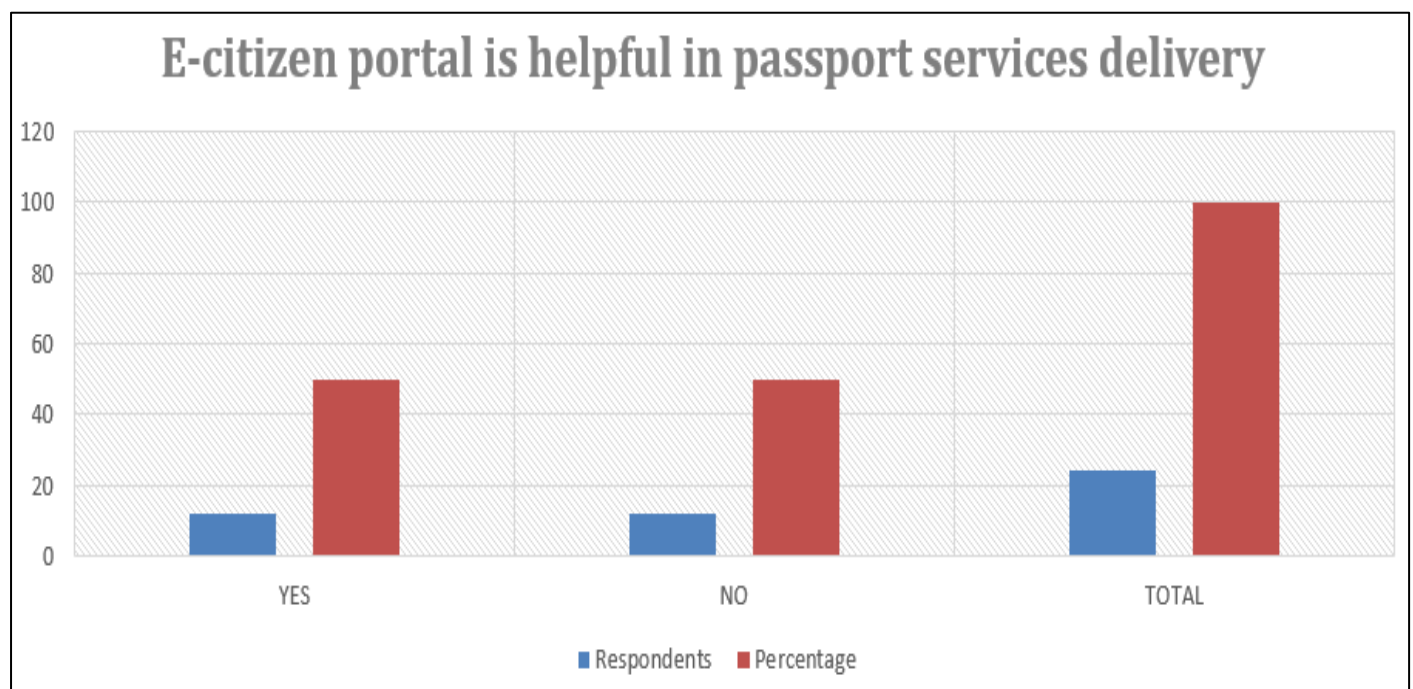


Fig 9 E-citizen Portal is Helpful in Passport Services Delivery

In the table, it clearly shows that 50 percent of the respondent answered in the affirmative when they were asked whether e-citizen portal is helpful, whereas an equal number of 50 percent responded negatively. This implies that e-citizen portal is helpful in the passport services delivery and at the same time may have challenges in its application. This research is aimed to narrow the gap by sorting out some of the challenges that hinders the application of e-citizen in passport services delivery.

- *Potential Challenges while Using e-Citizen Platform in Passport Application?*

Table 6 Potential Challenges in using e-Citizen

Potential challenges in using e-citizen online platform	frequency	Percentage
Internet speed is poor	2	8.3
Internet is not affordable	2	8.3
The e-citizen platforms is not user friendly (the content is too complex)	6	25
Personal fear about information safety and data privacy	9	37.5
My ICT skills are not good enough	4	16.7
Online services are not available in my native language	1	4.2
TOTAL	24	100

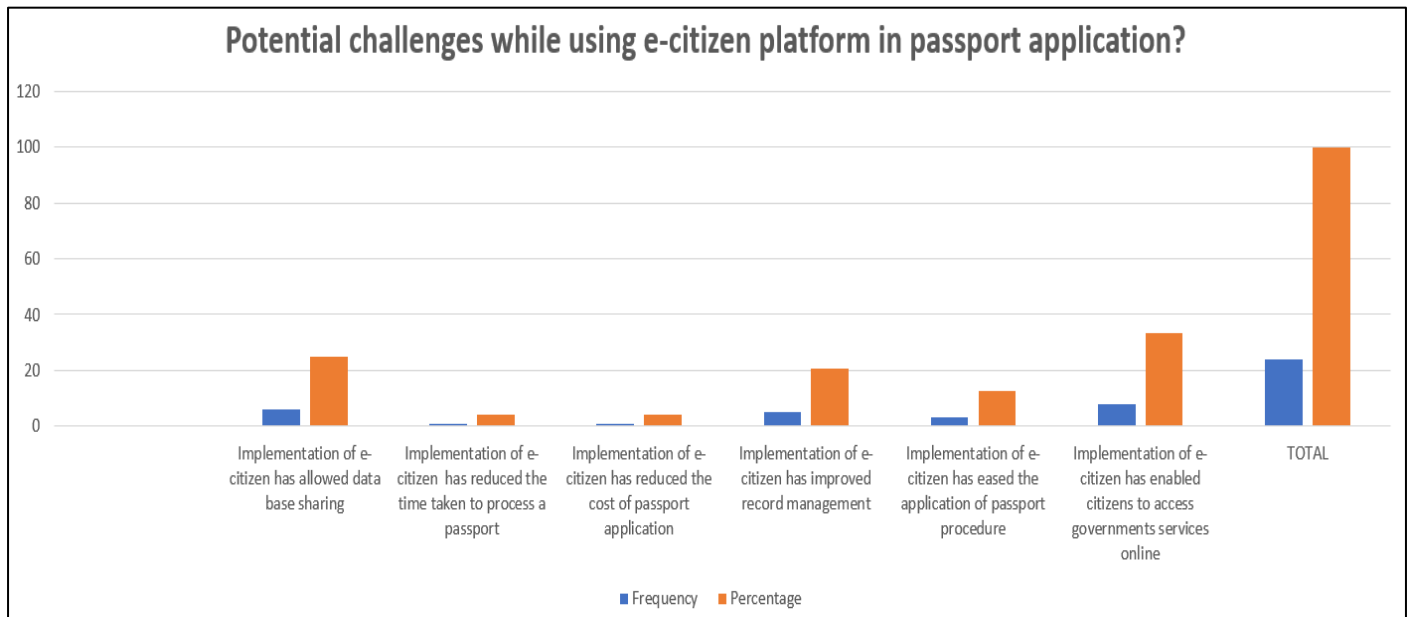


Fig 10 Potential Challenges in Using e-Citizen Column Chart

The above table contains statements that are in line with the research objectives as some of the challenges that are faced in the e-citizen portal in passport services delivery. Some 8.3 percent respondent suggested that their internet is poor; the same percentage applies to those who said that Internet is not affordable to them at all. Those who said the e-citizen portal is not sufficient user friendly counts 25 percent, whereas 37.5 percent have personal fear about information safety and data privacy. Some 16.7 percent respondents have said their ICT skills are not good enough, While 4.2 percent have suggested that the e-citizen online services are not available in their native language.

This interprets that majority of the respondent with 37.5 percent have personal fear about their information safety and data privacy, this poses a challenge in the application of passport and it impact negatively on the services delivery. Some 25 percent said that the platform is not user friendly since the content are too complex to handle, this perhaps forced them to use the third party (cyber café). Whereas those who cannot afford internet, or their internet is poor, or have no ICT skills to use e-citizen portal counts at 16.7 percent. The least number of respondents which is 4.2 percent suggested that the online services are not available in their native language which hinders them to interact with the portal.

This research sought to resolve the challenges of information safety and data privacy as well making the content of e-citizen platform user friendly. The government ought to give enough sensitization on the information available on the portal and the use of the platform to narrow the existing gap that pose some challenges to the users.

- *Effects and Influences of E-Citizen on Passport Services Delivery*

Table 7 Effects and Influences of e-Citizen on Passport Service Delivery

Effects and influences of E-citizen on Passport services delivery	Frequency	Percentage
Implementation of e-citizen has allowed data base sharing	6	25
Implementation of e-citizen has reduced the time taken to process a passport	1	4.2
Implementation of e-citizen has reduced the cost of passport application	1	4.2
Implementation of e-citizen has improved record management	5	20.8
Implementation of e-citizen has eased the application of passport procedure	3	12.5
Implementation of e-citizen has enabled citizens to access governments services online	8	33.3
TOTAL	24	100

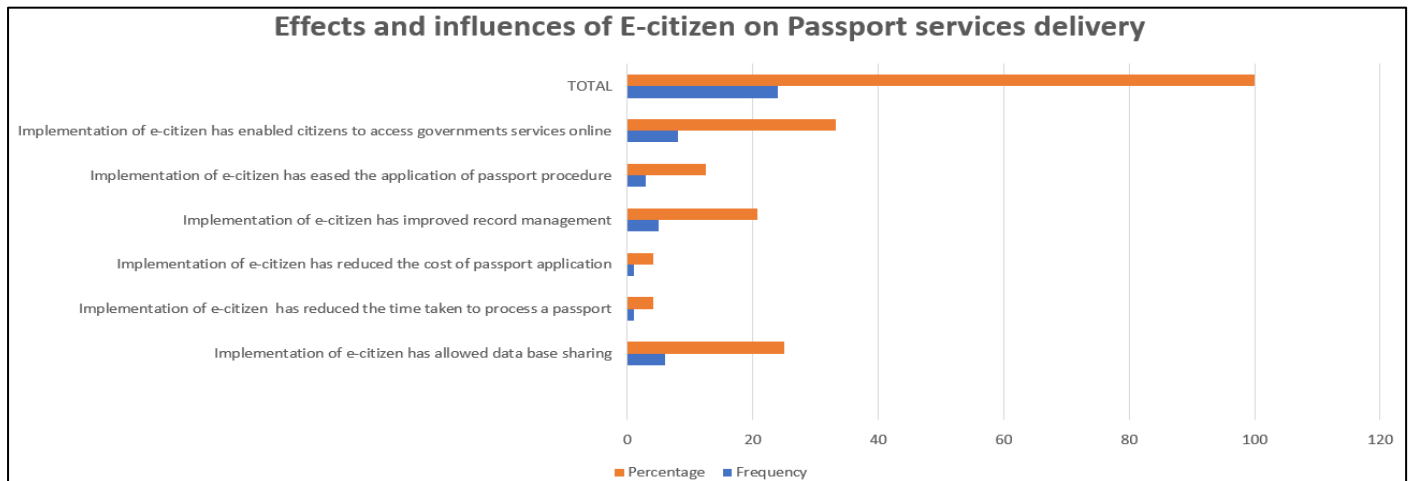


Fig 11 Effects and Influences of e-Citizen on Passport Delivery Bar Chart

The study sought to investigate the influence and the role of e-citizen on passport services delivery. The study considered several areas of services delivery including, data base sharing, time management, cost management, record management and accessing government services online.

Majority of the respondents 33.3 percent reported that e-citizen platform has enabled citizens to access government services online. While 25 percent agreed that e-citizen platform has allowed data base sharing. 20.8 percent confirmed that the portal improved record management. Whereas 12.5 percent reported that the e-citizen platform has eased the application of passport procedure. The least number of respondents at 4.2 percent agrees that the portal reduced the cost and time taken for passport services delivery.

This report implies that the e-citizen platform has enabled access to government services online at the same time allowed data base sharing thus reducing the tendencies of data storage duplication which could be costly and difficult to maintain, as well as improvement of record management. However, there exist challenges of the cost and time taken of the services delivery which should be resolved.

- *Statements on the Efficiency and Accessibility of e-Citizen Portal*

Table 8 Statements on the Efficiency and Accessibility of e-Citizen Portal

Efficiency and Accessibility	Frequency	Percentage
E-citizen portal is readily available to me	4	16.7
E-citizen portal allows me to fulfil task Quickly	4	16.7
E-citizen portal enables me to complete a tasks with no or less cost	4	16.7
It is faster and easier to obtain public services online than traditional (manual) methods	12	50
TOTAL	24	100

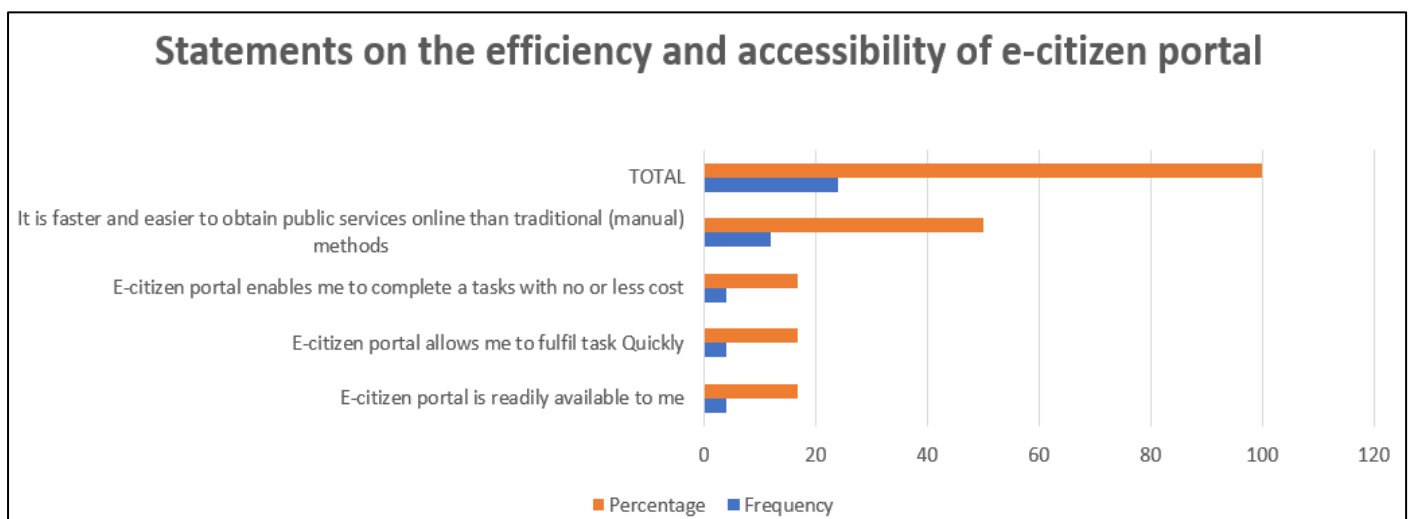


Fig 12 Statements on the Efficiency and Accessibility of e-Citizen Portal Bar Chart

In line with study objectives, the study to determine the efficiency and accessibility of e-citizen portal, 50 percent of the respondent confirmed that it is easier to obtain public services online than the manual methods. 16.7 percent of the respondent agreed that e-citizen is easily accessible, quick to use it and less costly.

Half of the respondents agreed that e-citizen is quite better to use compared to the old days of using manual application, however, the other half of the respondents while agreeing the accessibility and less costly, at the same time skeptical of the challenges faced when using the platform.

- *Challenges of Accessing Electronic Devices and use of Third Party (Cyber Café)*

Table 9 Access to Electronic Devices and the Internet

Access to electronic devices and the internet	Frequency	Percentage
I have access to a computer (PC, laptop, tablet) at home	1	4.2
I have access to a computer (PC, laptop, tablet) only at work or school	5	20.8
I have access to a computer (PC, laptop, tablet) only at a cybercafé	18	75
TOTAL	24	100

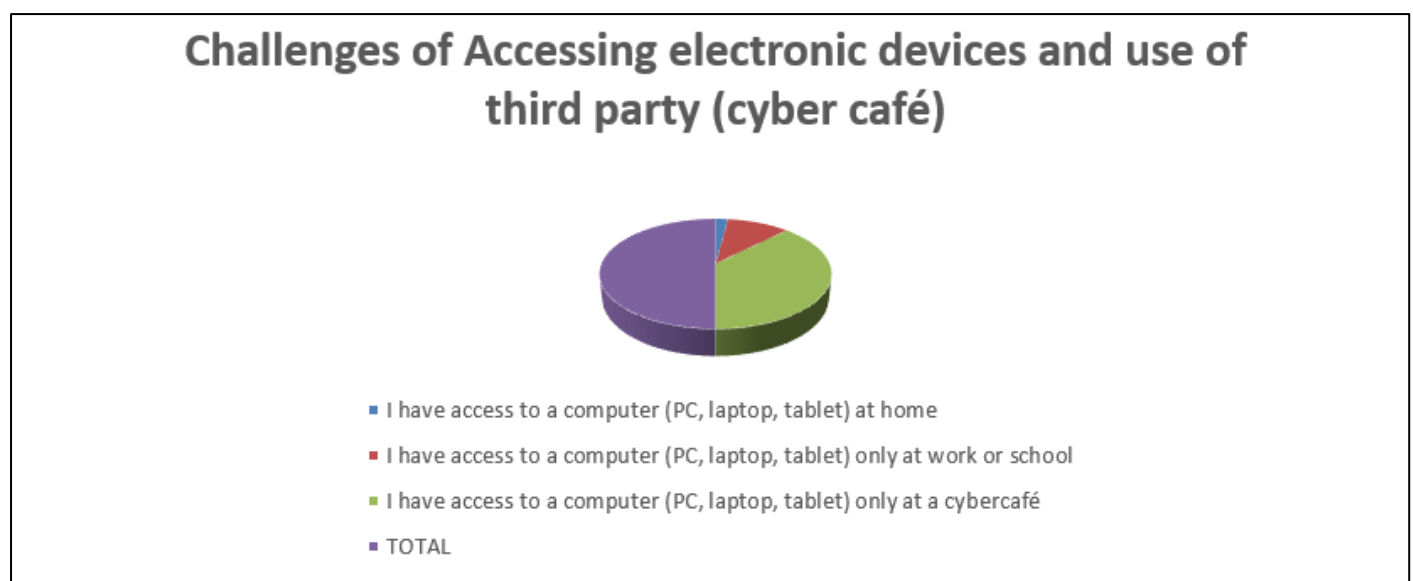


Fig 13 Challenges of Accessing Electronic Devices and use of Third Party Pie Chart

The researcher wanted to determine whether respondents have access to their computer at home, work or at school or whether they rely on cyber café in the passport application process. The table above contains statements on the accessibility of computer infrastructure in the process passport application.

Majority of the respondents which represent 75 percent confirms that they rely on third party (cyber café) in their passport application. Some 20.8 percent agrees that they access computer only in school and at work place. Only 4.2 percent of the applicants have access to a computer at home. This implies that majority of passport applicants rely on cyber café which poses challenges in hiking of the cost of application as well as poses a great danger in information safety and data privacy.

➤ *Department of e-Citizen Services (Service Providers)*

Key informant at the department of e-citizen services on factors that influenced the adoption of e-citizen and the challenges of e-citizen platform on passport services delivery revealed the following information.

Contrary with the findings from the user's questionnaire, the informant ranked cost reduction in application as the main factor that has driven the adoption of e-citizen services. However, the informant underscored the need to have sensitization program to inform the public on the usage of the platform.

The key informant listed some possible factors that may influence the use of the e-citizen online platform, which include: reduced cost, political goodwill, transparency, efficiency, access to internet and aggressive advertising.

It is important to note that political goodwill and aggressive marketing have not featured anywhere in the questionnaire on the users of the platform, they may be giving diminishing result and may be as the result why some challenges exist.

The informant from the e-citizen department identified the following challenges/barriers on the adoption of e-citizen services;

Administrative challenges which include: lack of proper staff training, lack of transparency by government officials, poor information dissemination and fear of job loss through online services.

Security challenges when fake account are created, which can be used to open an account which can result to the leaking of public information and hinder data privacy regulations.

Illiteracy among the majority citizens especially from the rural areas on the usage of the platform which has partially created resistance to digital change among the citizens.

System failure at times leads to the outcry of the citizens who sought various services in the platform. An example was given at a certain time when the e-citizen was hacked by fraudsters leading to standstill in the government, initiating public outcry and government critics taking advantage of the situation.

Connectivity and technology failures of both the admins of the system and users end can sometimes occur which can lead to system work failure.

➤ *Directorate of Immigration Services (Passport Services Delivery)*

Some key informants from the immigration staff include senior officials working at the passport control office. Face to face interview regarding their take on the influence of e-citizen platform on passport services delivery revealed the following.

The key informant outlined a number of areas which the e-citizen has impacted on the services delivery in passport processing which include: data sharing, record management, online access of facilities, transaction processing, speed of services delivery and staff productivity.

E-citizen has allowed data base sharing between the applicant of passport uploading breeder documents (Identity card and Birth certificate) and the immigration staff using the uploaded documents in processing of passports. This reducing data storage duplication which could be costly to maintain.

Consistent to questionnaire report, the key informant explained how the record management has been maintained courtesy of the e-citizen online platform. It was indicated that as a result of e-citizen, information retrieval became easy as they did not need to visit the registry (archives) to retrieve the applicant information and previous family file if there is any.

The key informant reported that the e-citizen online portal has enabled online access facilities for the applicants of passport. Online facilities of basic information and services were made available for the people. This has reduced the number enquiries used to be channeled to the directorate of immigration, hence reducing the overcrowding at the customer care services desk. However, illiteracy and lack of computer infrastructure among the population made them difficult to access online information.

The Key informant revealed that information transaction process has reduced significantly. Information retrieval was available for the immigration staff, hence improvement in information management. The information sharing in the e-citizen platform has enhanced faster in decision making because the required information is readily available.

Contrary to the questionnaire carried out from users of the e-citizen platform, the key informant reported that the online portal has increased the speed of services delivery. According to the informant the time taken to serve the passport applicant has reduced significantly, since the information required was already at the disposal of the immigration staff.

It was further explained by the key informant that the productivity among the immigration staff increased simply because time is effectively utilized since all the information is available online and there was no need to waste time in archives in looking for information. Unlike olden days where the work was done manually and filling of blank spaces, the online portal has made it easy and by just clicking recommend or approve, the processing of the passport is done. However, the long queues and many complains at the passport control office reveals a different picture altogether.

The key informants listed some of the challenges their customers (passport applicant) face when applying for passport on the e-citizen online portal. These include: Illiteracy of some passport applicant which can lead them to use third party (cyber café) which is costly as well as the disregard of information privacy and data protection. The cyber café may feed on the wrong information and upload inconsistent files, this has caused many spoilt passport causing the applicant to reapply passport after the correction is made.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATION

This chapter provides the key summary of the findings, conclusion is drawn and recommendation given based on the objective of the research. The research aimed at determining the challenges of e-citizen on passport services delivery.

➤ *Summary of the Key Findings*

The key findings of this research established that half of the respondents confirmed that e-citizen is indeed helpful in their application of passport whereas the other half of the respondents agreed that e-citizen is not helpful at all based on its many shortcomings and challenges that need to be addressed.

Regarding the potential challenges they have in the use of e-citizen portal in passport application, majority of the respondents have the fear of their information safety and data privacy since they rely on third party (cyber café) in their application process. Moreover, some other bigger percentage confirmed that the e-citizen portal is not user friendly and is too complex to interact with. Additional, there are other percentage of the respondents who agreed that their ICT skills is not good enough to make them interact with the portal hence they rely on third party (cyber café) for application.

With regard to the effects and influences of e-citizen on passport delivery, Majority of the respondents confirmed that the platform enabled citizens to access government services online. Another percentage that slightly followed the majority, agreed that the portal allowed data base sharing between the user and the government offices. Quite a good number of respondents have confirmed the e-citizen platform have improved record management for both the applicant of passport and the passport office. Whereas some other respondents agreed that the portal eased application of passport procedure.

In tackling the question of efficiency and accessibility of the e-citizen portal, majority of the respondents have confirmed that the portal allows people to obtain government information. Slightly followed by those who responded that it is faster and easier for them obtain public services online than the traditional manual method.

The findings on the challenge of accessing electronic device and used of third party (cyber café), have overwhelmingly agreed by the majority of the respondents that they cannot access computer or any device of their own to make their application, hence they rely on third party party (cyber café) to make for them application of passport, which seems to be dangerous for them as they fear their information safety and data privacy.

➤ *Conclusions*

The research main objective was to investigate the challenges of e-citizen on passport services delivery. The research questionnaire and the face to face interview were carried out at the directorate of immigration services and the department of e-citizen, in conjunction with the various applicants of passport.

The research poses a prevalence of a number of challenges on the e-citizen portal that hinders the effective and efficient services delivery of passport. Some of these challenges include but not limited to the following: Fear of information safety and data privacy, Lack of computer devices to make applications, e-citizen platform as not user friendly and most applicant relying on third party (cyber café) for their application process.

On the other hand, the research found out the usefulness of e-citizen platform which influences government services delivery. These include but not limited to the following: enabled the citizens to access government services online as well as obtain government information online, as a faster and easier to obtain government services than the old manual traditional ways, allowed record management and data sharing and finally act as the interaction point between the government and the citizens.

➤ *Recommendations*

The recommendations in this research is aimed at improving the challenges encountered on e-citizen on passport services, as well as encouraging the government to expound on the use of online services in their services delivery and as well encourage citizen to utilize the available government facilities and online services.

The challenges of the fear among the public for the safety of their information and data privacy can be resolved by the government establishing a counter at the Huduma centers where applicants of various government services can be assisted. This will not only make the public to have confidence that their information is in safe government personnel but also act as a cost effective where applicants are not exploited. This will make more citizens embrace government services online

The government through the department of e-citizen can organize sensitization program for the information available in the e-citizen portal and the usage of the platform. This awareness program will help the public to learn and educate the information available and the usage of the platform hence encouraging them to use often

To overcome the challenges of access to ICT Infrastructure and adequate internet, the government in collaboration with the department of e-citizen can provide both internet access and improve digital literacy to enhance the improvement of ICT skills of the citizens. The government can as well subsidize the cost of devices such as computer, laptops, smartphones and tablets to increase availability and usage of internet.

E-citizen platform has been considered as not user friendly due to its complexity in its interaction, therefore the government can simplify the information available in the portal to be precise and understandable by the majority of the citizens. The government can also set up training centers in every county to enable people to learn the content of the e-citizen platform and as well appreciate services closer to the people.

Online services improves record keeping and information sharing, the government through the directorate of immigration has to eliminate printing of physical documents after the online process. This is not only costly but also encourages reverting back to the old days of manual physical verification. Printing and availing of physical documents erodes the sole purpose and objective of the online services which was to be more efficient.

The government in collaboration with its state department of e-citizen services and the directorate of immigration can establish passport control office and e-citizen support office in every county so as to make services delivery close to the people at the rural areas. This encourages more people to access government service and as well appreciate the services closer to the people.

➤ *Limitations of the Research*

The researcher faced several limitations in the process of carrying out the research, some of which are socio-economic factors which hinders the complete findings of genuine and transparent responses.

The respondents withholding of information from fear of victimization was the most challenge the researcher faced. Staff from the government offices sometimes fears of being targeted from their senior officers by not observing protocols. This resulted inadequacy in the information required.

The researcher faced budget restraint in funding the research. It was a limited budget which saw the outcome of the research to be squeezed and completed on time.

➤ *Suggestion for Further Research*

This research was investigating the challenges of e-citizen on passport services delivery. The researcher gives suggestion of more studies of a wider scope to be carried out, this can include: the challenge of e-citizen on other services delivery in government ministries, an example can be, challenge of e-citizen on driving license services delivery. Vary the sampling technique and method of data collection will bring out a clear picture of topic under study.

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APPENDICES

APPENDIX I: LETTER OF INTRODUCTION

Abdifatah Guhad

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Dear Sir, Madam

RE: REQUEST TO PARTICIPATE IN A RESEARCH STUDY

My name is Abdifatah Guhad, I am a post graduate diploma student at the Kenya institute of Migration studies (KIMS) based at the University of Nairobi. As part of the requirement for this course, I am supposed to undertake a research project. My research is entitled: "Digital era and the challenges of e-citizen on passport services delivery.

To satisfactorily carry out the study, it is essential to collect relevant information from you. The information sought is purely for academic purposes and I assure you that your views will be used solely for research purpose and your participation is anonymous. I am therefore requesting for permission to collect and use the information which was collected using the attached questionnaire. Kindly note that any information facilitated will be treated with confidentiality and at no instance will it be used for any other purpose other than advancing this study. You are very important for the success of this research. Your assistance will be highly appreciated.

If you have any question or comment about the research, please contact via the address provided below.

Sincerely,
Abdifatah Guhad

Telephone: 0771773095

Email: guhad09@yahoo.com

APPENDIX 2: QUESTIONNAIRE ON DIGITAL ERA AND CHALLENGES OF E-CITIZEN ON PASSPORT SERVICES DELIVERY.

➤ Section A: General/ Demographic Information

- What is your Gender?

✓ Female () Male ()

- Please Select an Appropriate Category for the Area you are Currently Residing in:

✓ Urban/City () Rural/Countryside ()

- What is your Age Range?

✓ 18–25 ()

✓ 26–35 ()

✓ 36–45 ()

✓ 46–55 ()

✓ 56–65 ()

✓ Over 65 ()

- What is your Highest Level of Education?

✓ Doctorate level ()

✓ Master's degree ()

✓ Bachelor's degree ()

✓ Secondary education ()

✓ Primary education ()

✓ No Formal education ()

➤ Section B: Specific Application of the Topic Under Study

- E-Citizen Portal Helps in Passport Application Services Delivery?

✓ Yes () No ()

- Do you Agree with the Following Potential Challenges while Using e-Citizen Platform in Passport Application?

Potential challenges in using online public services	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Internet speed is poor					
Internet is not affordable					
There are not sufficient user-friendly e-government platforms (the content is too complex)					
ICT infrastructure (electronic devices) is not sufficient					
Personal fear about information safety and data privacy					
My ICT skills are not good enough					
Online services are not available in my native language					

- Effects and Influences of e-Citizen on Passport Services Delivery*

The statements below are the effects and the influence of E-citizen on passport services delivery. Mark (tick) where appropriate.

Implementation of e-citizen has allowed data base sharing
Implementation of e-citizen has reduced the time taken to process a passport
Implementation of e-citizen has reduced the cost of passport application
Implementation of e-citizen has improved record management
Implementation of e-citizen has eased the application of passport procedure
Implementation of e-citizen has enabled citizens to access governments services online

- If you Agree with the Following Statements on the Value or Usefulness of e-Citizen Portal (Efficiency and Accessibility) Put a Mark (Tick) in Front of it*

E-citizen portal is readily available to me
E-citizen portal allows me to fulfil task Quickly
E-citizen portal enables me to accomplish tasks with no or less cost
It is faster and more comfortable to obtain public services online than via traditional methods

- Challenges of Accessing Electronic Devices and use of Third Party (Cyber Café)*

	<u>YES</u>	<u>NO</u>
I have access to a computer (PC, laptop, tablet) at home		
I have access to a computer (PC, laptop, tablet) only at work or school		
I have access to a computer (PC, laptop, tablet) only at a cybercafé		

- In your Own Opinion, what can be Done to Address those Challenges?*

THANK YOU

APPENDIX 3: INTRODUCTION LETTER FOR PERMISSION TO COLLECT DATA



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KENYA

November 10, 2023

TO WHOM IT MAY CONCERN

RE: ABDIFATAH GUHAD– Q68/43742/2023

Through this letter, I am pleased to confirm to you that the above named is a bonafide Postgraduate student undertaking Diploma in Migration Studies in the Department of Geography, Population and Environmental Studies at the University of Nairobi.

Abdifatah has completed his coursework and he is working on his project titled: “*Digital Era and the Challenges of e-citizen on Passport Services Delivery*”.

Any assistance accorded to him will be highly appreciated.



Dr. Stella Mukhovi

Ag. Chairperson

Department of Geography, Population & Environmental Studies