

**FACTORS AFFECTING THE USE OF INFORMATION AND COMMUNICATION  
TECHNOLOGY IN GOVERNMENT PARASTATALS A CASE OF NATIONAL  
ENVIRONMENT MANAGEMENT AUTHORITY**

**Beatrice Ongaki – M.Sc.**

**Department:** *Management Science*

**Supervisors:**

1. *Paul Sang*

1. *Rosemary James*

Information and Communication Technology (ICT) is a diverse set of technological tools and resources used to communicate, create, disseminate, store and manage information. The use of ICT is undertaken to meet goals and objectives of an organization so as to bring about beneficial and added value to beneficiaries. This study therefore sought to establish factors affecting the use of Information and Communication Technology in government parastatals with a focus on the National Environment Management Authority (NEMA) offices within Kenya. Specific objectives that guided this study were; to establish the influence of training on the use of ICT, assess the effect of funding on the use of ICT and determine the effect of facilities on the use of ICT. The input variables were categorized into factors for success and output variable was categorized into organizational and technological benefit. This study presents literature review of case studies from both developed and developing countries and preliminary studies grounded in the Kenya e-Government reality. The key factors were identified and categorized under common broad categories. This resulted in a rich picture of experience in the use of ICT in government parastatals. The population for the study was 47 county offices and NEMA headquarters, Nairobi. The target population was 240 employees of NEMA offices in Kenya. Sampling design was considered in selecting respondents who participated in the study. Descriptive survey was used in collecting information by administering questionnaire. The research used primary sources to collect data, questionnaires were administered randomly to 120 employees of the authority. A total number of 104 responded and this constituted 86.6% of the targeted population. Stratified sampling technique was used to sample the respondents for the study while simple random sampling technique was used to select employees from 47 country offices. The study targeted Top Management, Technical and operational staff members of the Authority. Collected data was analyzed using Statistical Package for Social Sciences (SPSS) , as well descriptive statistics such as correlation analysis, frequencies, and percentages were used in data analysis. The output was represented using frequency tables and charts based on the research objectives. The study came out with findings, summary, conclusion and recommendations. The findings of the study

therefore, established that ICT has not been fully tapped in government parastatals to enable them realize maximum benefits. However, the study concluded that the organization management should thoroughly scrutinize an ICT product to establish its suitability in specific geo-cultural contexts and its effectiveness in enhancing job performance at a specific workplace. To this end, the study recommended that there is need to ensure that all workers are trained on how to use ICT facilities, ICT legislations and regulations should be formulated and integrated in the organization's laws and policies to give it a binding and more authoritative touch.