A STUDY TO INVESTIGATE THE EFFECTS OF MOBILE AND
INTERNET ON SERVICE DELIVERY IN GOVERNMENT AGENCIES.
(A CASE OF THE KENYA NATIONAL EXAMINATION COUNCIL)

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This Is A Research Project Submitted To The School Of Continuing And
External Studies, University Of Nairobi In Partial Fulfillment Of The
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Declaration

This research proposal is my original work and has never been presented for any academic award in any institution.

Sign ........................................ Date: 03. 7.2012

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This research project has been submitted for examinations with my approval as a University Supervisor.

Sign ........................................ Date: 06/7/2012

Miss Chetalam Sally
Abstract

The purpose of this study was to find out the impact of the emergence of new technologies especially the mobile phone and the internet on the service delivery in government agencies. Communication is key to survival and perpetuation of many ideologies including culture, fashions, lifestyles, trends and even product growth and development.

Traditionally communication in human relations was done through drama, song, dance, music, story telling and many such forms. The introduction of computers coupled with the enormous growth of the telecommunications in the last half of this century has largely changed the landscape in as far as communication is concerned. With the advent of the emerging technologies and social media, a lot has changed in terms of how people communicate and particularly with respect to service delivery.

Emerging Technologies and especially internet and the mobile phone largely account for the biggest voice and data communications traffic in the country. According to a recent survey by Synnovate, Companies in both the private and public sector alike have had to re-align their processes in the light of the emergence of these new trends in communication.

Questionnaires were sent to respondents as the researcher intended to use them as the main research tool. Personal interviews were also carried out where necessary. The collected data was analyzed and presented in the form of tables and pie charts as well as by use of line graphs to make the document look more detailed.