

Efficiency of Cyber Café Operators in Issuance of Kenya Revenue Authority Personal Identification Numbers in Nyeri Town, Kenya

Abstract:

Many approaches have been established by businesses and government alike towards efficient service delivery and one of them includes electronic administration. Electronic administration involves development of such applications where by the customers are able to access services by aid of electronic means instead of walking to the physical location of the business. There are many arguments for this including reducing corruption, eliminating bureaucracy, increasing openness and trust in government. Kenya Revenue Authority (KRA) in 2010 introduced a Integrated Tax Management System (ITMS) whose function was to issue Personal Identification Numbers (PIN). The issuance of PIN in KRA was then completely stopped and any application was to be done online and predominantly in profit oriented commercial cyber cafe's. Cyber cafés in Kenya are mostly small scale businesses with labour turnover exceeding 30% and government has a perception of poor service. This formed the basis of this research which sought to determine the effectiveness of cyber cafe's in issuance of Kenya Revenue Authority PIN. The study used DeLone and McLean model of information systems success and found out that the cyber café attendants complained about the quality of information that was available to the attendants and the public at large. The portal was found to have incompatibility problems and the attendants though they did not approve quality they were getting from the portal appreciated that Kenya Revenue Authority no longer issued PIN and this brought more customers and greater incomes. The study thus recommends that Kenya Revenue Authority provides adequate information to both the attendant and the public and carries out periodic audit of the cyber café to ensure quality of service.