FACTORS INFLUENCING EFFECTIVE PRODUCTION AND ISSUANCE OF IDENTITY CARDS IN NAIROBI COUNTY, KENYA

BY

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DECLARATION

This research project report is my original work and has not been presented for award of a degree in any other University.

Signature _____ Date _____

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L50/64435/2010

This research project report has been presented for examination with my approval as the University supervisor.

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DEDICATION

This project report is dedicated to my daughter, Maud Akinyi and my husband Michael Odongo.

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ABBREVIATIONS AND ACRONYMNS

AFIS Automated Fingerprint Identification

EAC East Africa Community

EIDA Emirates Identity Authority

EMS Electronic Mail Services

ICT Information Communication Technology

ID Identity Card

IDN Identification Number

IPRS Integrated Population Registration System

NPR Not Previously Registered

NRB National Registration Bureau

PKI Public Key Infrastructure

PRDI Population Register and Document Imaging Management

ABSTRACT

National Identity Cards scheme is the best method to store key information about Citizens. In many developing countries, identification cards are an essential document to hold a job in the formal sector, own property, receive basic social services, benefit from social transfers and carry out bank transactions. The study has discussed five global identification systems including Malaysia ,United Arab Emirates, Belgium, and regional identification systems including Sierra Leone ,South Africa, Angola, Morocco and before zeroing into Kenya identification systems. There have been a number of complaints that the process of identity card issuance was characterized with unnecessary delays .Delaying Kenyan citizens their identity cards has serious repercussions in economic, social and political spheres of their lives. The official waiting period between the time of application and collection is at least one month according to the Ministry of immigration and Registration of Persons, National Registration Bureau Citizens Service Delivery Charter but in most cases this time line has not observed. The purpose of this study was to determine factors influencing the production of identity cards in Nairobi County, Kenya. The research objectives for this study were; To establish how financial resources influence production of identity card in Nairobi County, To assess how an effective feedback system influences production of identity card in Nairobi County, To investigate how Information Communication technology influence production of identity card in Nairobi County, To determine how decentralization can influence production of identity card in Nairobi County and To assess how the registration and replacement processes can be improved. A descriptive survey design was used in this study. The respondents were the National Registration Bureau staff in working in the production section. The study used a sample size of 118 respondents. Probability sampling technique was employed in this study giving each individual equal chance of being included in the sample. The main tool for data collection was questionnaires. The data was collected from the questionnaires and was edited and coded in order to analyze of the data. Data was analyzed using Statistical Package for Social Sciences. Data was presented using tables and percentages. The summary of the study was as follows; in financial resources, Majority (89%) of the respondents were aware that the identity card printing materials and fingerprint ink were readily available for the applicants. On feedback mechanism, majority (56%) of the respondents stated that there is identity tracking system and most of the respondents (52%) that the National Registration Bureau tracking system is good and that majority (95%) of the respondents left their telephone contacts at the registration offices for follow up. On ICT technology, majority (93%) of the respondents were aware that National Registration Bureau Identity card applications processes are manual. Majority (96%) of the respondents were not aware there is no online registration and (96%) no online fingerprint taking or online submission of finger prints impressions. On decentralization, majority (100%) of the respondents were aware that there is one production centre which is in Nairobi and also the majority95%) of the respondents were aware that National Registration Bureau databases are centralized. This study will be used to improve the production processes of identity cards at the National Registration Bureau.

CHAPTER ONE
INTRODUCTION

1.1 Background of the Study

Identity is an integral part of all items known to Humanity. All living being are struggling for their unique Identity in the universe. It may be in the form of Knowledge, Power, Wealth uses or misuses. Therefore all Governments are willing to keep records of their Citizens-easy and quick access format. National Identity Cards scheme is the best method to store key information about Citizens. (Prasad, 2006).In many developing countries, identification cards are an essential document to hold a job in the formal sector, own property, receive basic social services, benefit from social transfers, carry out bank transactions, vote in elections and, more generally, to fully participate in society (Duryea, Olgiati, and Stone, 2006).

Kenya National Identity Card is the main and legal identification document recognized in Kenya. You must provide it to open a bank account, register a business, for employment, acquire a driving license, and transact mobile phone banking and many other uses that require proof of identity. The Identity Card has a crucial link to citizenship and nationality in Kenya and is at the core in determining the extent to which an individual enjoys his/her fundamental rights and freedoms within our borders. (KNHRC, 2007). In Kenya, a national Identity card is the hallmark of citizenship. Individuals denied national IDs are reduced to second class status or de facto statelessness. (Lynch and Southwick, 2008).

The Ministry of State for Immigration and Registration of Persons in the Office of the Vice-President was created to provide Immigration and National Registration Services by creating and maintaining a comprehensive population database, registration, identification and travel documents. The ministry's Vision is to be a global leader in population registration and migration management. The Mission is to enhance national security and socio-economic development by maintaining a comprehensive population data base, proper migration management and timely registration and issuance of secure identification documents.

The Ministry comprises five departments namely Immigration, Refugees Affairs, Civil Registration and National Registration Bureau, Integrated Population Registration Services and National registration Bureau. National Registration Bureau (NRB) was established in 1978. It

enforces the Registration of Persons Act (Cap 107), Laws of Kenya, which provides for the compulsory registration and issuance of Identity Cards to all Kenyans who have attained the age of 18 years and above. The Sixth Chapter of the Constitution of Kenya is the principle framework of Kenyan Citizenship, while the Kenya Citizenship Act spells out the procedure of acquiring Kenyan citizenship either by registration or birth .The core functions and operations of the department are mandated through an Act of Parliament: Chapter 107 Laws of Kenya. The functions include: Identification and registration of all Kenyan citizens who have attained the age of eighteen (18) years and above, Production and issuance of secure identification documents, Management of a comprehensive database of all registered persons ad Detection and prevention of illegal registration. National Registration Bureau vision is to be a leading provider of secure Identification Services in the Region. The mission is to contribute to National security, Social economic and Political Development of the Country by identifying, registering and issuing Identity Cards to Kenyan citizens of age 18 years and above, and to maintain a Comprehensive register for use by stakeholders and other authorized agencies.(MIRP,2013).

According to Ministry of Immigration and Registration of Persons (MIRP) Strategic plan 2008-2012, National Registration Bureau has the following milestones or achievements of the department; first during the last plan period National Registration Bureau expanded the capacity of the Automated Fingerprint Identification System (AFIS) from 5,000 searches to 40,000 searches a day .secondly, the department increased coverage by opening more than 50 new registration centers manned by District Registrars. Thirdly, National Registration Bureau improved revenue collection by over 100 percent, i.e. from Ksh 45 million a year to over Ksh 90 million. Fourthly, On ICT, completed networking of 17 field stations to the database at the headquarters in Nairobi and fifthly the department also commenced preparations for the new Third Generation Identity Card System.

On the other hand National Registration Bureau has main strategic issues and challenges. First, a sizeable component of the department's business processes are still manual resulting into bureaucratic inefficiencies, loss of records and delays in service delivery. Such processes will also most likely not be compatible or may even provide bottlenecks to the Integrated Population Registration System (IPRS).Second, inadequate budgetary allocation by central government to finance the department's programmes like mobile registration services in remote areas and improvement of service infrastructure. Third there is lack of adequate equipment to facilitate

effective service delivery. The current production system is old (in use for over 12 years) and not effectively and efficiently able to meet current national and international identification standards. In addition, the department requires a new fleet of vehicles and computer equipment for the newly established districts. Fourth, the department is constrained by inadequate staffing to man all the newly opened districts. The department is short of 100 registrars, 100 fingerprint officers and ICT officers to provide services in all its six hundred registration points. Lastly, ICAO standards also require that identity cards be replaced after every 10 years.

The Ministry now intends to introduce a new generation card system, referred to as the Third Generation Card System which shall be electronic and plastic based. Implementation of the new system will entail setting up an elaborate infrastructure supported by appropriate software modules, including installation of live data capture equipment both at the headquarters and in the field offices, personalization centre and a centralized database production facility, complete with the necessary biometric and facial recognition features. It is envisaged that, upon completion, the Third Generation National identity Card System will increase efficiency in card issuance process by allowing for data transmission in real time.

1.2 Statement of the Problem

The whole process of application and issuance of identity cards, according to KNHRC (2007) is faced with a number of complaints from the politicians and citizens lodged at National Registration Bureau (NRB) concerning time taken to produce Identity Card especially during this electioneering period because one has to have an identity card so that one can register as a voter. This study was therefore precipitated by numerous complaints lodged at the National Registration Bureau claiming that registration officials routinely asked for bribes in order to issue Identity Card to the applicants. Finally, there were complaints that the process of issuance was characterized with debilitating and unnecessary delays resulting in inability to travel, to register as voters and harassment by police on account of lack of an Identity Card.

According to KNHRC (2007) the whole process of application and collection of Identity Card cards is impeded by unnecessary delays. An Identity Card is a right and there is a need for a paradigm shift from the colonial objectives of identification to new paradigm of seeing identification as a form of enhancing one’s opportunities to enjoy human rights and freedoms.

Delays in the issuance of ID cards from the time of application to the time of collection were common complaints received across the districts. The official waiting period between the time of application and collection is at least one month according to the new service charter. But this time line was not observed in many cases meaning that most Kenyans in affected areas have lost faith in the system.

There is high centralization of the registration process in National Registration Bureau. This means that all applications have to go to the National Registration Bureau in Nairobi for verification and eventual printing of Identity Card. The applications are sent in hard copies by regular mail. Once the identity cards are produced, they are sent back to the respective districts via Electronic Mail Services (EMS) mail. This process, according to the National Registration Bureau, is supposed to take approximately 30 days. As we have a centralized card production facility National Registration Bureau rely on courier companies to deliver cards to the owners**.(**KNHRC,2007)

If the applicants were to quantify the costs occasioned by these productions of Identity Card delays, it is clear that Kenyans are paying dearly for this inefficiency. If one was to ask how much it costs to travel to the district headquarters, it appears that the delay imposes an extra burden especially on poor Kenyans living in marginal areas and they thus have to pay more on account of the longer distances to the headquarters.

1.3 Purpose of the study

The purpose of this study was to determine factors influencing the effective production and issuance of identity cards in Nairobi County, Kenya.

1.4 Research Objectives of the study.

The study was guided by the following research objectives.

1. To establish how the availability of financial resources influence effective production and issuance of Identity Card in Nairobi County.
2. To assess how an effective feedback system influence effective production and issuance of Identity Card in Nairobi County
3. To establish how availability of ICT influences effective production and issuance of Identity

Card in Nairobi County.

4. To determine how decentralization process of identity cards influences effective production and issuance of Identity Card in Nairobi County.

1.5 Research Questions

The study sought to answer the following research questions;

1. How does the availability financial resource influence effective production and issuance of Identity Card in Nairobi County?
2. How does an effective feedback system influence effective production and issuance of Identity Card in Nairobi County?
3. How does availability of ICT influence effective production and issuance of Identity Card in Nairobi County?
4. How does decentralization process of identity cards influence production of Identity Card in Nairobi County.?

1.6 Significance of study

The research hopes that this study will be used to enhance measures that will ensure there is limited disparity in the National Registration Bureau policies spelled out citizens' service delivery charter and other documents and what Kenyan citizens are experiencing on the ground.

1.7 Limitations of study

The financial resource was a limitation due to costs incurred when conducting research and the researcher used her savings to fund the research. The study was conducted in a short period of time.

1.8 Delimitations of study

The study was conducted in Nairobi County only and included various types of applications of identity cards in Kenya. Data was collected from the staff members in Nairobi County.

1.9 Basic assumptions of the study

The assumption of this study was that every Kenyan citizen of age 18 years or over has obtained an Identity card since it's a right under the new constitution, Chapter Three, Article (1a) and that the respondents will give correct information and answer questions correctly.

1.10 Definitions of Significant terms

Decentralization. This is to distribute or to disperse the administrative functions or powers of a central production centre among several local registration field stations

Effective feedback mechanism It is the return of information about the result of an identity card application process as evaluative response.

Financial resources They are a source of supply of the registration of person's materials

ICT technology It is the integration of telecommunications computers as well as necessary enterprise software, middleware, storage, and audio-visual systems, which enable users to access, store, transmit, and manipulate information in the registration processes.

Production of identity cards It is the processes and methods used to transform tangible inputs and intangible inputs into goods or services.

Registration processes These are the act of registering for a Kenyan national identity card.

Replacement processes These are the process of replacing a lost or mutilated identity card**.**

1.11 Organization of the study

This study was divided into three chapters. Chapter one gives an introduction of the subject and background of the subject at hand. Chapter two focuses on the literature review and is divided into global, regional, sub-regional and national scene and existing literature that exists on the topic. Chapter three describes the methodology that was used in the data collection and data analysis. Chapter four presents the data collected analyzed the data and gives an interpretation of the data. Chapter five contains summary of findings, discussion, conclusions and recommendations of the study.

CHAPTER TWO
LITERATURE REVIEW

2.0 Introduction

This chapter gives the similarities and differences of identification systems from international level with emphasis on United Arab Emirates, regional level focusing on South Africa, sub – regional countries and the national level. It also included is the historical background of identification system in Kenya and also covered in this section is the conceptual framework.

2.1 Historical Background in Kenya

National Registration Bureau (NRB) was established in1978. It enforces the Registration of Persons Act (Cap 107), Laws of Kenya, which provides for the compulsory registration and issuance of Identity Cards to all Kenyans who have attained the age of 18 years and above. The department has established six hundred registration centers countrywide and as it deems appropriate mounts Mobile registration units in areas without established offices from time to time.(NRB2008)

According to NRB (2008), personal identification in Kenya and subsequent legislation can be traced back to 1915 during the colonial period when the Native Registration Ordinance was passed. This Ordinance made it compulsory for all male natives who attained the age of sixteen years and above to at all-time wear on their necks, a metal container that was generally referred to as the 'KIPANDE'. This copper plated metal contained the registration certificate of the applicant and his particulars including his fingerprint impressions. The legislation was used by the colonial authorities to supervise and control the movement and recruitment of male indigenous Africans into colonial labour. While the colonial authorities used this legislation to distinguish one African native from the other, the natives viewed it as a way of curtailing their freedom of movement and means to achieving their basic economic needs. This led to discontentment with the Kipande System but thereafter, a popular Registration of Persons Ordinance Cap 50 was passed in 1947in which all male persons (of all races, tribes and nationality) of 16 years and above was carried out. The system involved issuance of an identity card in a booklet form containing the particulars and fingerprint impressions of the holder.

On attainment of independence in 1963, the Registration of Persons Ordinance became the Registration of Persons Act Cap 107 of the Laws of Kenya with the booklet form being retained and the colonial crown replaced with the present Coat of Arms.

In 1978, Cap 107 was amended to provide for the registration of all Kenyan citizens both male and female who had attained sixteen (16) years and above. A full – fledged Department of National Registration Bureau was created and the book form of the identity card was replaced with what has become known as the 1st Generation Identity card. In 1980, the act was amended again and the age of qualification for registration was raised to eighteen (18) years. In 1995 a second Generation Identity card project was launched which is still in use to date. KNCHR (2007) goes on to state a number of weaknesses that necessitated the shift to Second generation cards included: illegal registration of aliens; easy manipulation, forgeries and theft; easy duplication of identity card numbers; delays in replacing lost identity cards and double registration. In sum, these were seen as matters of national security concern. The Second generation identity card has to some extent addressed some of those initial concerns. This has been enabled through the use of modern technology that provides a secure identification document by applying the service of computerized Fingerprint system.

The Government has also gone a step further to establish an Alien Registration System. This system is used to register aliens and refugees within the borders of Kenya band to produce relevant registration certificates and Refugee Identity Cards. So far the National Registration Bureau holds bio-data of 14 million Kenyans1. Despite this advancement in the registration of persons in Kenya, there are still questions being raised whether it is effective. Comparatively, identification systems in other jurisdictions have moved to more technologically advanced biometric system something that a number of stakeholders are discussing for Kenya. (MIRP, 2013)

The Ministry now intends to introduce a new generation card system, referred to as the Third Generation Card System which shall be electronic and plastic based. Implementation of the new system will entail setting up an elaborate infrastructure supported by appropriate software modules, including installation of live data capture equipment both at the headquarters and in the

field offices, personalization centre and a centralized database production facility, complete with the necessary biometric and facial recognition features. (MIRP,2012)

2.2 Global perspective

MyKad or Government Multipurpose Card is the official compulsory identity card of Malaysia. MyKad is considered as world's first smart identity card. MyKad was officially launched on September 5, 2001 and incorporates a microchip, which contains several items of data including biometrics. From March 2003, a variant of this identity card for newborn babies was introduced, known as My Kid. Malaysian Citizens owns blue colored MyKad. Permanent Residents owns red colored MyKad. All Malaysian citizens and permanent residents 12 years old or above are eligible for a MyKad. All newborn babies are issued with a My Kid. This is "upgraded" to a MyKad on the 12th birthday. The MyKad must be replaced when a person reaches 18 years old, as it is a requirement that the photograph be 'current'. MyKad must be carried at all times. Failure to do so may incur a fine of between RM3, 000 and RM20, 000 or jail term of up to three years. The MyKad is a piece of plastic with an embedded microchip and has the dimensions of a standard credit card, MyKad functions as Identity card, including fingerprints and photo, Driving license information, Passport in Malaysia, Storage for health information ,e-cash ,ATM integration

The Republic of Belgium registers citizen's aged above twelve years and are issued with an identity card .Belgians aged fifteen and above are required to always carry it with them unless they are within 200 m from their homes. (Foreigners must at all times be able to provide identification, either a passport, or an identity document issued by another EU member state.) Holders who are Belgian citizens are also entitled to use the card for international travel within the European Union, the Schengen Area and a number of other European states. Belgians are required to carry the identity card and to show their identity cards when requested by police, certain government agencies; or authorized bus and train personnel. card holds the following information; Photograph of the bearer's face, names of the holder (Surname and first two given names, initials of further given names),Date and place of birth ,sex ,nationality, ID card number, 12 digits in the form *xxx-xxxxxxx-yy*., validity period (normally 5 years),signature and place of issue. Belgium is currently the only European country that has decided to issue an electronic

identity (eID) card to all its citizens aged 12years or older. (De Cock, etal, 2009).

As a result of the rapid growth of the economy as well as the population over the past few years in the United Arab Emirates (UAE), the government has expressed strong determination to enhance the performance of public departments and increase efficiency, in a bid to improve the co-ordination of and the citizen's access to public services. (Al-Khouri,2006). According to Al Dhaheri , the Director General Emirates Identity Authority, the project objectives were to build an integrated information database of the United Arab Emirates population(population register),provide facility for identification and verification services through a unified ID and biometrics to other entities (Ministries, financial institutions, Hospitals etc),provide a unified smart ID card for Nationals and Residents Interface with other systems (labor, health, justice, police, education, etc) and guarantee the security and confidentiality of information. The project which was kicked off in June 2003, aimed to develop a modern identity management system with two strategic objectives addressing security and economical requirements. (Abdul, 2012).

The German Identity Card is issued to German citizens by the local registration offices (although today they are produced centrally at the Bundesdruckerei in Berlin).It is compulsory for all German citizens age 16 or older to possess either an identity card or a passport but not to carry one. While police officers and some other officials have a right to demand to see one of those documents, the law does not state that one is obliged to submit the document at that very moment. As everyone in Germany must possess an ID card or a passport, acceptance of other official documents (like driving licenses) as proof of identity is not guaranteed, especially for old driving licenses. Driving licenses are not replaced in Germany, so the same document is kept. German travelling inside the European Union or the Schengen Area can use their ID card, which is a machine-readable travel document, instead of a passport Just like German passports, German identity cards are valid for ten years.

Identity card is the national official identity document in Brazil. It contains the name, the birthdates, and the names of the parents, the signature and the thumbprint of the bearer. Other national documents can, by law, be used as an identity card, such as the Brazilian driver's license, a Passport or, for minors, the birth certificate. Because of its need for most civil activities, it is practically compulsory to all citizens who have attained the age of majority (18 in Brazil) to have

an RG card and number issued, although bearing it at all times is optional but not uncommon. Minors can also have one issued, but if the citizen is under 16 at the time of appliance, it will expire at their 18th birthday, making it necessary to issue another. Identity cards are issued by the state governments, but can be used nationwide. It is interesting to note that there is no legal restriction to having more than one identity card, provided that each is issued by a different state. The documents required for the issue of an identity card depend on whether the person is single or married. For single persons, it is the birth certificate (the original one or a certified copy), for those married, it is the marriage certificate.

2.3 Regional perspective

Sierra Leone introduced a new national identity card in 2002. It is wallet-sized (fits in a standard wallet), bears the national crest embalmed with two lions and palm trees, the photograph of the person it is issued to, and his/her place of birth or address. It also has an identification number, the date of issue and the date of expiration of five or seven years from the date of issue. The national identity card is issued only in Freetown, and only to citizens of Sierra Leone. To obtain one, a person must demonstrate – or authorities have to be able to verify – that the person was born in Sierra Leone and/or is a citizen of Sierra Leone. Identity cards can be issued to newborns, although it is not common for children to have one. It is not compulsory for adults to carry an identity card; other identity documents that are used in Sierra Leone are birth certificates and passports. (Centre for defense studies,2008).The National Registration Act, 2008 provides for the compulsory registration of citizens and non citizens resident in Sierra Leone and the issue of Identity Cards to such persons and for the use of public bodies; and to provide for other related matters.(The National Registration Act, 2008)

Identity Document (ID) in South Africa is issued at age 16 years to all citizens and permanent residents. Although passports and driver's licenses are also acceptable forms of identification, banks only accept Identity cards. Their Identity card has a bar code, a photo, and your unique Identity number. Information (including age and gender but excluding race) is referenced under your Identity number: accounts, criminal record, voting history, driver's license etc. You need an Identity card in order to apply for a passport, bank account, driver's license or tertiary studies, as well as to register to vote. In most cases employers will also request a photocopy of your Identity

card in order to process your appointment. Your voting history as well as any firearm licenses is documented in your Identity card booklet. (DHA, 2013)

When a South African is born, the birth is registered with the Department for Home Affairs. When the citizen reaches 16 years of age, he or she visits a Department of Home Affairs office (around 300 are scattered around the country) and applies for the National Identity book because their details are already on the system, the department verifies the individual and takes all 10 fingerprints and a photo of the individual. The book is then issued centrally. The first booklet is free and is given to all South Africans when they reach age 16. If the book has to be reissued, it costs 15 ZA Rand. Currently 2-4 million per year. If a national election takes place, the volume issued tends to go up considerably (Gregory, 2012).

The Angolan Identity Card, usually known as the BI (ID Card)**,** is an Angolan national identification document. The citizen will have to have his/her picture taken at the time of issue of the card and the fingerprints will be processed electronically. The following are the documents that will be needed when requesting an Identity Card (BI):It will suffice for requestor to present a birth certificate or the old Identity Card and the new Law mandates that an individual obtain an Identity Card from the age of 6 years onward. Your BI will be made of a polycarbonate material, will measure 85.6 mm x 53.98 mm x 0.76 (+/-0.8 mm) and will basically have a similar format to that of a credit card. Under the new legislation, the face of the new Identity Card shall show the individual's full name, place of birth, name of parents, date of birth, gender, marital status, residence, passport-type picture, signature and fingerprint.

The Identity card will be valid for five or ten years, depending on how it was previously issued, whether issuance took place before or after its holder reached 35 years of age. Those citizens who are aged 55 years or more will be issued an Identity Card for life. (Republic of Angola consulate general in Houston).In the mid-2000's, Angola began its search for a replacement for its citizen ID document, in order to address a number of problems. To enable the secure storage and transportability of digital personal, biometric and demographic information stored on the card itself. The new ID system was designed to meet multiple criteria: safeguard personal data, store substantial amounts of information directly on the card, including two fingerprint

biometrics and iris images, a birth certificate and demographic data, and easily enable individuals to be matched to their biometrics by inspectors (Ludwig,2011).

In the Republic of Botswana an Identity card is a document that is used to show that one is a citizen of the country. It is requirement by law that every Motswana above the age of 16 gets an identity card. This card is also commonly known as Omang .Every citizen of Botswana above the age of 16 qualifies for an identity card in Botswana. To register for an identity card one needs Birth Registration certificate. If you do not have a birth certificate one can use; Both or one of your parents or a guardian or a relative if you are a minor, an Affidavit in lieu of a Birth Certificate, an Affidavit from the Chief or Headman and any other proof of records (e.g. school transcripts).A National Identity Card in Botswana is valid for 10 years. In case of replacements, the old card should be surrendered to the Civil and National Registration Officer.

When a person reaches the age of 18, he or she must obtain a Moroccan national identity card (carte d'identité nationale, CIN). To do so, the applicant must go to the police department where he or she lives and present a birth certificate, proof of residence (certificate of residence, ownership or rental agreement, electricity or telephone bill, etc.), two small identity photographs, and a receipt stamp in the amount of 60 Moroccan dirhams (MAD) [approximately CAD 8.24 (Canada 8 Jan. 2007)]. The applicant's fingerprints are also taken. The CIN is valid for 10 years. To renew it, the applicant must present the old card, as well as two small photographs and the receipt stamp.

The Kingdom of Morocco has decided to replace progressively the 20 million existing national identity documents with new biometric cards over four years. The replacement starts in 2007 with 5 million cards being issued per year. The biometric card will be not only a highly secure identity document, but will also be the keystone of the national e-government strategy by easing administrative procedures.

It is compulsory for all Egyptian citizens age 16 or older to possess ID card. It is used for: Opening or closing a bank account, Registering at a school or university, registering the number of a mobile or landline telephone and Interacting with most government agencies, including:

Applying for or renewing a driver's license, Applying for a passport, Applying for any social services or grants, Registering to vote, and voting in elections and Registering as a taxpayer. Egyptian ID cards expire after 7 years from the date of issue. Some feel that Egyptian ID cards are problematic, due to the general poor quality of card holders' photographs and the compulsory requirements for ID card holders to identify their religion and for married women to use their husband's surname. Egyptian government is hoping to work with Estonia to release one of the largest numbers of deployed digital ID cards in the world for the country's 85 million people. Currently, data on the existing ID card must frequently be re-entered manually into a computer when people deal with government agencies, schools, hospitals, businesses, and banks. Egyptian government hopes that by standardizing a digital ID card, Egyptians will be able to interact with the government in a much more efficient manner. (Farivar, 2012).

2.4 Kenya perspective

The registration process relies on the Constitution of Kenya and the Kenya Citizenship Act, which provides that citizenship, can be obtained through birth and registration. These three methods generally apply to persons born outside Kenya. The registration process requires proof of age, usually shown by a birth certificate, and proof of citizenship. (Lynauch and Southwick, 2008).

The Ministry of State for Immigration and Registration of Persons now intends to introduce a new generation card system, referred to as the Third Generation Card System which shall be electronic and plastic based. The new cards will be equipped with a microchip containing the holder’s details and other enhanced security features. It is expected that the cards will make it hard for immigrants to enter the country illegally. Implementation of the new system will entail setting up an elaborate infrastructure supported by appropriate software modules, including installation of live data capture equipment both at the headquarters and in the field offices, personalization centre and a centralized database production facility, complete with the necessary biometric and facial recognition features. It is envisaged that, upon completion, the Third Generation National Identity Card System will increase efficiency in card issuance process by allowing for data transmission in real time.(MIRP,2012)

2.5 Financial resources

The Ministry of Finance has a strategic responsibility of the management of revenues, expenditures and borrowing by the government. The Ministry must ensure that it mobilizes adequate resources to support government programmes and activities.

According to the minutes tabled in the Parliament of Kenya, a foreign company has been contracted to produce the cards and also purchase the materials needed in their production. The contract for the current company expires at the end of this year and Sh320 million is needed for the production of the new cards. The current company is however owed Sh619 million for the production of identity cards. Of this, Sh119 million is a debt carried forward from the previous financial year while Sh500 million is the cost for production of cards in year 2008/2009, according to the minutes. The budgetary allocation for the last financial year was insufficient and the supplementary allocations in the same year were delayed thus the incurred debt had to be carried forward to this financial year," the committee was told.(Nyataya.J,2009).

Funding for the department of registration has over the years been inconsistent. There were indications that major funding occurred only when "it is about an electioneering year." Most of this funding is specifically meant to facilitate the registration of new persons to enable them register as voters. The inconsistent funding of the department results in lack of infrastructure, human resource and general capacity development of the department. Limited budgetary allocations hindered National Registration Bureau's ability to meet public expectations at district and divisional levels. There were several reported cases of shortage in the supply and availability of necessary materials for Identity card production. This resulted in delays in the registration process. There were several reported cases of shortage in the supply and availability of necessary materials for Identity card production. This resulted in delays in the registration process. Crucial materials that were reportedly in short supply included: application forms (computer paper), films at district (application) levels and printing materials (security paper) at headquarters (processing level).(KNHCR,2006)

2.6 Feedback mechanism

Feedback is a regulatory mechanism in which the outcome of system activity governs the amount of further output from the system. Feedback is a process in which information about the past or the present influences the same phenomenon in the present or future. As part of a chain of cause-and-effect that forms a circuit or loop, the event is said to "feedback" into itself (Webstar, 2013).

Ramaprasad (1983) defines feedback generally as "information about the gap between the actual level and the reference level of a system parameter which is used to alter the gap in some way", emphasizing that the information by itself is not feedback unless translated into action. The Online Feedback System is a channel for the community to provide genuine and constructive feedback to improve our quality of service rendered. The system is made exclusively for students and staff. Therefore, users of the feedback system must provide their Webspace login and password to gain exclusive use of this system.

In United Arab Emirates, the Emirates Identity Authority (EIDA) has announced the provision of an Emirates Post ID card status inquiry service on its website as part of its efforts aimed at enabling all customers to track the status of their applications and the completion rate of their cards at all stages. In a press release published in the Emarat Al Youm newspaper, the Emirates Identity Authority pointed out that the launch of this service associated with the Emirates Post's website came as a subsequent step to the Identity card status inquiry service the Emirates Identity Authority previously launched to offer customers the opportunity to be aware of the stage that the registration application reached and see why the Identity card was late for printing as a result of errors in the inputted data or low quality fingerprints and photos that were taken. The Emirates Identity Authority urged applicants to benefit from this service available on its website for tracking the ID card issuance stages, ensure that no errors existed in the inputted data and be familiar with any.

2.7 ICT technology

As new technologies are driving and reshaping Governments throughout the world by improving public services delivery and engaging citizens National Registration Bureau is yet to fully utilize

Information Communication Technology (ICT) because of poor infrastructure, inadequate human capacity and legal framework. Improving Public Service Delivery and Citizens Engagement through E-Government (Electronic Government) is the current topic under discussion following its recognition in promoting and improving efficiency in public services delivery and strengthening citizen's participation and engagement.

The governments in Africa should migrate from manual tasks to automated processes in order to minimize corruption and increase efficiency and productivity. The issue of performing manual tasks at government institutions is counterproductive, inefficient, and a recipe for dishonest public servants to steal public funds without trace; thereby, making more people desiring to do the same despite of knowing that is wrong consciously. Public funds belong to the country and need to be used for the greater good of everyone through infrastructure, social, and economic developments. So, the Government of Liberia needs to do everything in its power to prevent some of its employees from stealing public funds with impunity or paying some of its employees' wages for performing inefficient tasks and delivering spaghetti deliverables with PRIDE like in the case of the Tax Collectors from the Ministry of Finance until they were caught. (Mandeh, 2012)

This paper will show how the Government of Liberia can use Computer Technologies, specifically the three areas of computing/Computer Science (Programming, Database Management, and Networking and Telecommunications) to migrate from manual tasks to automated processes in order to minimize corruption and increase efficiency and productivity.
According to Kenya National Commission on Human Rights (2006) study recommendations the Government of Kenya should ensure full computerization to enable the provincial centers to access data with ease. It will enable the NRB to monitor the work of the District Registrars through the central register and would only require soft copies of registration forms. The National Commission recommends that: The Ministry of Immigration in conjunction with others should fast-track formulation and implementation of the proposed Integrated Population Registration System (IPRS) – bio-metric system of registration. The targeted period of completion should not be later than 2012.

According to Al-Khouri, (2006), the national ID system incorporates the latest technological advances. The system guarantees secured communication throughout the system's national network structure by using Virtual Private Network (VPN) technology and an associated technical Public Key Infrastructure (PKI).The fingerprint-based biometry provides the means to ensure a single identity for each applicant and to authenticate the identity of the Identity card bearer. In principle, the national Identity system is designed to provide three primary operations, Population Register and Document Imaging Management (PRDI). The National Identity system maintains the Population Register that records information about every United Arab Emirates (UAE) citizen and legal resident registered on the system and assigns a unique. Identification Number (IDN) to each person. The system is currently sized to manage five million records. It provides the means to record events such as births, marriages, divorces and deaths, as well as the updating variable (constantly of changing) information such as address, education, employer, etc. The National Identity system also stores images of the official support documents presented during the application for an Identity card or on events declaration on the Population Register.
The National identification system includes a process for the enrollment, processing, production and delivery of identification card. This process is adapted for the first application for an identification card including the renewal of an expired Identity card or placement of a damaged, lost or stolen Identity card. The Identity card produced by the national Identification system includes biometric fingerprint-based authentication capabilities and uses a public key infrastructure (PKI) that is adapted for future e-government and e-commerce usage.

Monica Yanez-Pagans et al carried a study on Information technologies and provision of national identification cards by the Bolivian Police. He investigated the potential of information technologies to improve public service delivery and empower citizens in the context of two unusual randomized natural experiments occurring within one particular bureaucratic process: the renewal of a national identification card by the Bolivian Police. The first natural experiment arises from the random assignment of both police officers and applicants to a manual or digital renewal process, which is identical in all aspects except that the digital process makes use of information technologies as part of the renewal process that introduce efficiencies within the process.

The results of this paper present strong evidence that the adoption of information technologies by the Police led to substantial improvements in the quality of service provided to citizens. Applicants randomly assigned to a digital renewal process are, on average, 12 percentage points more likely to complete the renewal process as compared to those randomly assigned to the manual process. Further, applicants who are able to complete the renewal process and who are randomly assigned to the digital process, take on average 31 percent less time to complete the renewal process as compared to the average time taken by those applicants who are able to complete the renewal process and who are randomly assigned to the manual process.

Their findings also shows that only 66 percent of applicants assigned to a manual table get to complete the renewal process. In contrast, almost 82 percent of applicants assigned to a digital table get to complete the renewal process successfully. The difference in sample means across type of renewal process is large and significant at the 5 percent level. For applicants who get to complete the process, a typical renewal process takes roughly 85 minutes in a digital table and 129 minutes in a manual one. The difference in sample means across type of renewal process is again significant at the 5 percent level.

The results show that the adoption of information technologies resulted in an overall improvement in the service provided by the Police within the process of renewing an ID card. Male applicants randomly assigned to the digital renewal process have on average between 11.55 to 13.22 percentage points higher probability of completing the process as compared to those randomly assigned to the manual one 11.55 when controlling for renewal day fixed effects and 13.22 when controlling for police officer fixed effects. All of these effects are statistically significant at the 1 percent level.

2.8 Decentralization

Decentralization is the transfer of authority and responsibility for public functions from the central government to subordinate or quasi-independent government organizations and/or the private sector is a complex multifaceted concept. (Litvack, J. and Seddon, J. (eds),2000).

In a world where most governments have experienced the pitfalls of centralized public service provision, mainly: opaque decision-making, administrative and fiscal inefficiency, and poor quality and access to services, the theoretical advantages of decentralization have become

extremely appealing. In general, the process of decentralization can substantially improve efficiency, transparency, accountability, and responsiveness of service provision compared with centralized systems. Decentralized public service provision promises to be more efficient, better reflect local priorities, encourage participation, and, eventually, improve coverage and quality. In particular, governments with severe fiscal constraints are enticed by the potential of decentralization to increase efficiency. Beneficiary cost recovery schemes such as community financing have emerged as means for central governments to off-load some of the fiscal burden of education service provision (World Bank,2013).

According to, KNCHR **(**2006), high centralization of the registration process in Nairobi. This means that all applications have to go to the National Registration Bureau in Nairobi for verification and eventual printing of identity cards. The applications are sent in hard copies by regular mail. Once the ID cards are produced, they are sent back to the respective districts via regular mail. This process, according to the NRB, is supposed to take approximately 30 days. But residents from the sample districts (with the exception of Nairobi) reported that in reality the feedback process could take as long as 2 years.

The Emirates Identity Authority in 2011 announced that it has printed 1,151,593 ID cards in its Emirates Smart Card Factory since the factory was inaugurated in mid-December 2011.The Population Register Department now wants to carry out a decentralized printing project, which provides the service of printing identity cards inside registration centers for registration, renewal and replacement transactions. The first phase of the project, installed decentralized Identity card printing machines in four registration centers; namely, Musaffah and Al Wahda centers in Abu Dhabi, Al Barsha Center in Dubai and Sharjah Center. (Abdul,2012)

2.9 Conceptual Framework

The conceptual framework illustrates the factors which influence the production of identity cards in Kenya. The independent variables include; feedback mechanism, finances, ICT skills and decentralization. The dependent variable was to improve service delivery. The government policy was the moderating variable. The relationship between variables is shown in Figure 1.

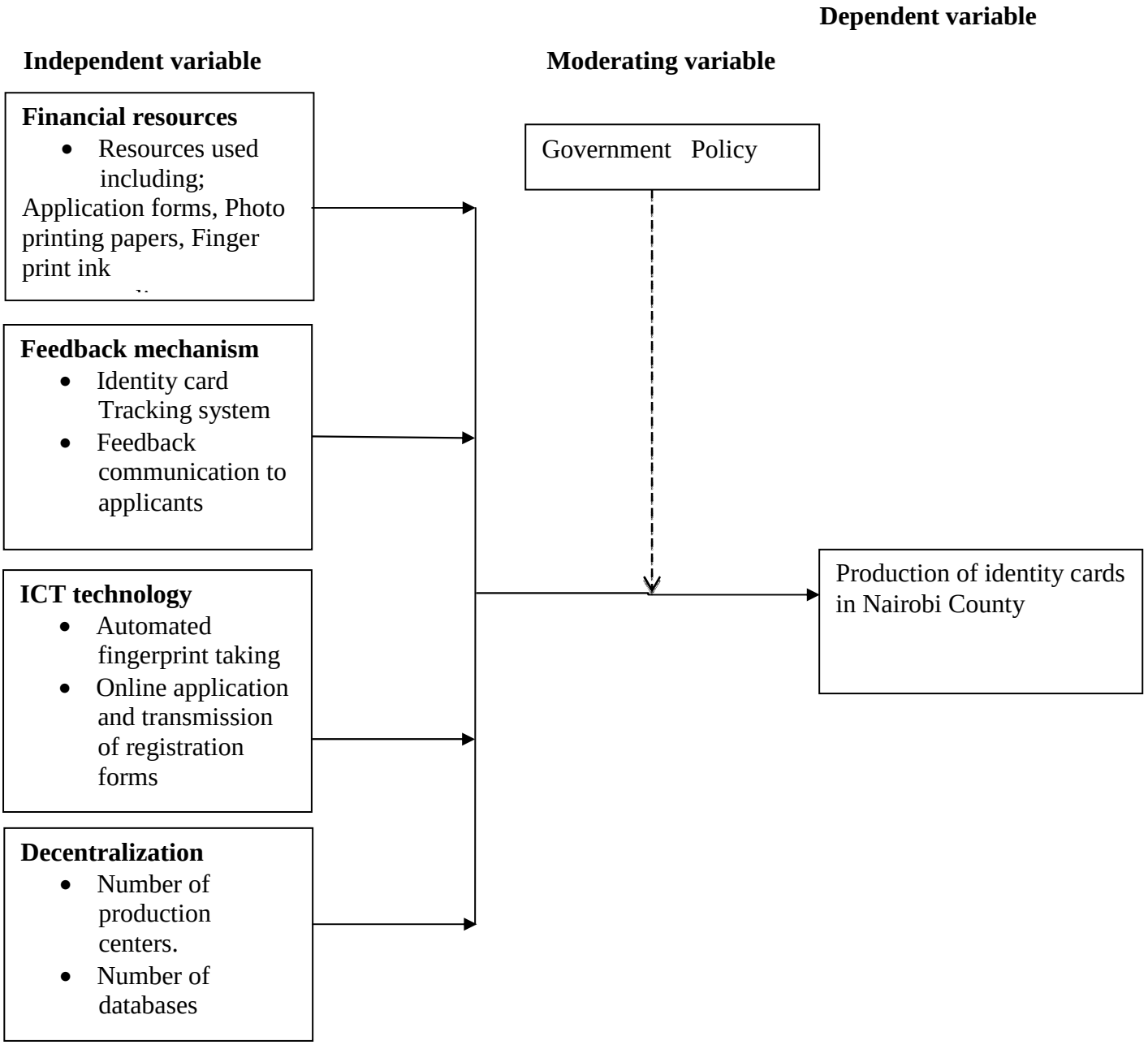

Figure1 Conceptual Framework

Explanation of the conceptual framework

One of the impediments to good service delivery at the National Registration Bureau is lack of finances. There were indications that major funding occurred only when "it is about an electioneering year." Most of this funding is specifically meant to facilitate the registration of new persons to enable them register as voters. The inconsistent funding of the department results in lack of infrastructure, human resource and general capacity development of the department. Limited budgetary allocations hindered National Registration Bureau's ability to meet public expectations at district and divisional levels.

The identity card feedback system can alert the applicant on the status of his/her identity card and could inform the problem to the applicant's early enough so that they do not wait for nothing. Identity card can be rejected due to the following reasons among others; he or she quoted incorrect Identity card number, has to get another photograph because the initial photograph is not visible, the forms were not completely filled, the chief's signature or registrar's signature is missing, incorrect civil status among other various reasons for rejection.

Over the past decade, access to information technologies in developing countries has grown rapidly. Increased access to these technologies has unleashed the potential to use of them to advance development objectives and promote greater equality (Sunden and Wicander, 2006). However, the use of information technologies as a means to improve the quality and reach of government services has lagged behind in comparison. Information technologies significantly affect the way in which citizens and governments interact, and whether they might be effective at enhancing economic opportunities for the poor, improving delivery of services to the under-served and enhancing government efficiency and transparency is an important and open empirical question.

There is a lot of centralization of identity cards production in Nairobi which gives the officers in Nairobi too much workload which makes applicants to wait for their Identity cards for months or even years. If the operations are moved closer to the people it will reduce the delays in issuance if identity cards to Kenyans. Another cause of delays, whether acknowledged officially or not, includes the high centralization of the process in Nairobi. This means that all applications have to go to the National Registration Bureau in Nairobi for verification and eventual printing of

Identity cards. The applications are sent in hard copies by regular mail. Once the Identity cards are produced, they are sent back to the respective districts via regular mail. This process, according to the National Registration Bureau is supposed to take approximately thirty days. But residents from the sample districts (with the exception of Nairobi) reported that in reality the feedback process could take as long as two years. (KNHCR,2007)

2.10 Knowledge gap

From the literature reviewed, limited information was available on the feedback mechanism for tracking identity cards application processes. Many countries which use identity cards especially the second generation identity cards have not established ways of how to track identity cards.. Various governments should come up with mechanism of tracking identity cards to the owners because it can improve public service delivery. This study was to obtain more information in the production of identity card which will help in formulating ways in which lost and found identity cards can be re traced and sent back to the owners.

CHAPTER THREE
RESEARCH METHODOLOGY

3.1 Introduction

This chapter describes the procedures which were used in the study. It focuses on research design, the target population and sampling procedures. It describes the instruments of data collection and procedures of sampling. The chapter also gives the ethical considerations observed during the study and methods of data analysis.

3.2 Research Design

This research was undertaken by the use of a descriptive survey design. A research design is a programme to guide the researcher in collecting, analyzing and interpreting observed facts. (Orodho, 2003).

Orodho (2003) goes ahead to define descriptive survey method of collecting information by interviewing or administering a questionnaire to a sample of individuals. Mugenda and Mugenda (2003) support this view by asserting that this type of research attempts to describe things as possible behavior, attitudes to describe and characteristics. Surveys are more efficient and economical information can be gathered by a few well chosen questions that would take much more time and effort by other methods. Also survey has the advantage of having the potential to provide a lot of information from a quite large sample of individuals. Kerlinger (1969) points out that descriptive studies are not only restricted to fact finding but may often result in formulation of important principles of knowledge and solution to significant problems.

The design was appropriate in gathering information from National Registration Bureau (NRB) staff, the public about the knowledge on the factors that influence the production of Identity cards in Nairobi region.

3.3 Target Population

The respondents were the National Registration Bureau staff in working in the production section. This population of 1182 was chosen for this study because these are the key people who are the beneficiaries and who work and know the system they can therefore easily identify with the production process.

3.4 Sample Size and Sampling Procedures

The following sample size and sampling procedures were used.

3.4.1 Sample Size

According to Mugenda and Mugenda (1999) where time and resources allow a researcher should take a big sample as possible. However, sample size depends on factors such as number of variables in the study, type of design, methods of data analysis and size of accessible population. This study used a sample size of 118 and probability sampling procedures were also used.

3.4.2 Sampling Procedures

According to Mugenda and Mugenda (2003), simple random sampling is a probabilistic sampling technique which ensures each subject, object or respondents to have an equal chance of representation. The list which contains the names of all the staff at the production section and the list were used as a sampling frame for the study. Using this technique, 118 respondents were selected; this is equivalent to 10% of the total population. Since this is a descriptive study, according to Mugenda and Mugenda, (2003) and Gay, (1981) 10 percent of the accessible population is considered adequate for descriptive study.

Table 3.1 Sampling frame

Table 3.1 shows the targeted population of the staff according to their gender.

Gender of respondents	**Number of staff members**
Male	669
Female	513
Total	**1182**

The staffs in the study were selected randomly from production section and were required to fill a questionnaire. From a sample of 118 respondents, the researcher gathered data and information on the factors that influence the production of identity cards in Nairobi County.

3.5 Research instruments

The main tool for data collection was through questionnaires. The method of data collection was survey design which involved questioning people and recording their responses for analysis.

3.5.1 Pilot testing

A pilot study was carried out by administering questionnaire to a small group of the respondents in order to determine the validity of the tool. The indicators of variables were clearly defined and scrutinized and tools developed to match the study objectives.

After the analysis of the pilot study items which needed amendments were accordingly affected and irrelevant baseless items will be discarded and replaced with more useful and logical ones which will elicit the required responses. Instruments validity was ensured through the expert advice of the supervisors and other members of the department versed with in research.

3.5.2 Validity of Instruments

Saunders et al. (2000) contends that a research is valid only if it actually studies what it set out to study and only if the findings are verifiable. There are three methods for establishing validity. As Saunders et al. (2000) explains, construct validity entails the establishment of accurate operational measurements for the research's core concept. This is done by establishing a chain of evidence throughout the data collection process; by verifying key information through the use of multiple sources of information; and by presented informants with a draft of the study for review. Besides establishing construct validity, social science researches need also establish external validity by testing the applicability of the findings to external case studies (Yin, 1989).

3.5.3 Reliability of Instruments

Reliability is the extent to which a measuring instrument is stable and consistent.(Mark,2004). Joppe (2008) adds that the extent to which results are consistent over time and accurate representation of the total population under study is referred to as reliability and if the results of a study can be reproduced under a similar methodology, then the results instruments is considered to be reliable.

Accordingly, research scholars advise researchers to carefully select their respondents, ensure that they are, indeed, willing participants in the study and will answer the questions with the

minimum degree of bias (Hair et al., 2005). In order to ensure that this, indeed, is the case, when in-putting the questionnaire data, the researcher should carefully read through them to ensure that there are no logical flaws and that the responses given by any one respondent are not contradictory (Hair et al., 2005). In addition, to ensure reliability, the researcher used to schedule interviews at the respondent's convenience and, further, when distributing questionnaires, should give participants several days to answer. By pursuing this advice, the researcher minimized the chances of rushing interviews and the questionnaires answered well. (Hair et al., 2005).

The tools were pretested in order to ensure reliability. Cronbach alpha was used to ensure reliability and gave a correlation acceptable level of 0.7 or more.

3.6 Data Collection Procedures

Data was collected from sampled population of 118 staff working in the National Registration Bureau in the production section. The questionnaires were administered by research assistant and the questions were structured and unstructured. The structured questions were used to measure subjective responses. The questions were self-administered. The researcher was available to clarify on any questions that were unclear to the respondents. To reduce shortcomings and ensure effectiveness the questions were pre-tested on different sample of similar characteristics to the actual sample. This enhanced reliability of data collection instruments. Questionnaires had an introductory part briefly explaining the purposes if the study, how confidentiality was maintained and precise instructions on how to respond to the items.

3.7 Data Analysis techniques

The data collected from the questionnaires was coded in order to analyze raw data using Statistical Package for Social Sciences. The results were presented using tables.

3.8 Ethical considerations

The respondents were assured that the information they provide on the questionnaire will be treated confidentially. This means that their identities or personal details were not disclosed to others. The data used in the report was not be linked to any respondent.

The respondents were requested to participate in research by signing the consent form prior to answering the questionnaire. The consent forms informed the respondents on the nature and purpose of the study and assure respondents that all collected data from respondents was coded in order to protect their identity and privacy. The researcher observed the principle of voluntary participation which requires that people were not be coerced into participating in research.

3.9 Operational Definition of Variables

The operational definitions of the variables are shown in Table 3.2. The Table shows indicators which were being measured, measurement scale, type of data collected and type of analysis for each independent variable.

Table 3.2 Operational Definition of Variables

Research Objectives	**Variables** **Independent**	**Indicators**	**Measurement**	**Measurement scale**	**Tools of Analysis**	**Type of Analysis**
To establish how financial resources influence production of Identity Card in Nairobi county.	**Financial resources**	Resources used include; Application forms, Photo printing papers, Finger print ink	Availability of resources for applicant's to process ID cards	Ordinal Ratio	Means Percentages	Descriptive
To assess how an effective feedback system influences production of Identity Card in Nairobi county	**Feedback System**	Tracking system used Feedback communication to applicants	Availability of identity card tracking system Availability of communication system between the applicants and registration office.	Ratio	Means Percentages	Descriptive
To investigate how ICT technology in influence production of Identity Card in Nairobi County.	**ICT technology**	Use of online biometric fingerprint taking. Use of online identity card application	Availability of online biometric fingerprint taking. Availability of online identity card application	Ordinal Ratio	Means Percentages	Descriptive

To determine how decentralization influence delay in production of Identity Card in Nairobi county.	**Decentralization**	Type of Databases in place Production centres available	Number of databases Number of production centres	Ordinal	Means Percentages	Descriptive
To investigate factors that cause effective Production and issuance of identity cards	**Dependent** Effective Production and issuance of identity cards	Improved service delivery	Customer satisfaction	Ratio	Means Percentages	Descriptive

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 Introduction

This chapter presents the findings of the study, data analysis and interpretation. The responses from the respondents are compiled using frequencies and percentages and are presented using Tables. The chapter gives analysis of demographic characteristics of the respondents, then the financial resources, feedback mechanism, ICT technology and decentralization in line with the research objectives.

4.2 Questionnaire Response Rate

The response rate (R) indicates the number of questionnaire returned as a percentage of the total sample and was calculated as follows;

$$R = \frac{\text{Number of questionnaires returned}}{\text{Sample}} \times 100$$

In this study, out of the sample of 118 questionnaires, 113 were returned, giving response rate of 96%. This is a fairly high response implying that the conclusions can be drawn from the data collected and all the questions in the questionnaire were answered giving a response of 100%.

4.3 Demographic Characteristics

The general information of the respondents such as gender and years in service were addressed in the first section of the questionnaire.

4.3.1 Gender of the respondents

Table 4.1 shows the results of distribution of respondents by gender.

Table 4.1 Distribution of respondents by gender

Gender	Frequency	Percentage
Male	56	64
Female	44	49
Total	**113**	**100**

The results indicate that 56% were males and 44% were females. This shows that majority of National Registration staff are males.

4.3.2 Years in service

Table 4.2 shows distribution of respondents by number of years in the service.

Table 4.2 Distribution of respondents by number of years in the service

Years in the service	Frequency	Percentage
0-3 years	5	5
3-5 years	9	8
6-9 years	15	13
over 9 years	82	74
Total	**113**	**100**

The results reveal that 5% of the respondents have served for 0-3 years,8% have served 3-6 years,13% have served 6-9 years and 74% have served over 9 years. The data shows that majority of the National Registration Bureau have worked for over 9 years. This also shows the number of years the respondents have worked at the National Registration Bureau.

4.4 Financial resources

The data was collected on the availability of application forms and printing materials, number of times supplies are delivered from the head office and effect of lack of materials to production process.

4.4.1Availability of identity card application forms

Table 4.3 illustrates distribution of respondents by availability of application forms.

Table 4.3 Distribution of respondents by availability of application forms

Availability of application forms	Frequency	Percentage
Yes	99	89
No	14	11
Total	**113**	**100**

The results show that 89% of the respondents were aware that the application forms are readily

available for the applicants and 11% were aware that the application forms are not available for the applicants.

4.4.2Availability of printing materials

Table 4.4 gives the availability of printing materials.

Table 4.4 Availability of printing materials

Availability of printing materials	Frequency	Percentage
Yes	99	89
No	14	11
Total	**113**	**100**

The results indicate that 89% of the respondents were aware that identity card printing materials are readily available for the applicants and 11% were aware that the identity card printing materials are not available for the applicants.

4.4.3 Number of times supplies delivered from the head office

Table 4.5 shows the number of times supplies delivered from the head office.

Table 4.5 Availability of printing materials from the head office

Availability of printing materials	Frequency	Percentage
every week	13	11
after every two weeks	56	50
Monthly	44	39
Total	**113**	**100**

The results reveal that 11% of the respondents were aware that the materials are brought from the head office every week, 50% of the respondents were aware that the materials are brought from the head office after every two weeks and 39% of the respondents were aware that the materials are brought monthly from the head office. Supplies for crucial materials like application forms, printing materials and fingerprint ink need to all times need be available at all times. Registration offices depend on the supplies that they receive from the head office centrally located in Nairobi.

4.4.4 Effect of lack of materials to production process

Table 4.6 gives the effect of lack of materials to production process.

Table 4.6 Effect of lack of materials to production process

Effect of lack of materials	Frequency	Percentage
Delays the process	77	68
stops the process	33	29
None	03	3
Total	**113**	**100**

The results show that 62% of the respondents were aware that availability of materials can delay the production of identity card processes, 29% of the respondents were aware that it can stop the production processes for some time until when the materials are available and 2% of the respondents had no comment. Availability of materials can influence the production process either positively or negatively.

4.5 Feedback mechanism

The researcher used the following variables such as Contacts that applicants leave at the registration office, Identity card application tracking system in national registration bureau, Effectiveness of identity card feedback mechanism, Communication that the identity card has been rejected, Communication that the identity card has been rejected and the Duration it takes to arrival of their applications for collections to gauge the extent to which they influence the production of identity cards in Nairobi county.

4.5.1 Contacts that applicant leave at the registration office.

Table 4.7 gives that distribution of respondents by type of contacts that applicants leave at the registration office.

Table 4.7 Distribution of respondents by type of contacts that applicants leave at the registration office

Type of contacts	Frequency	Percentage
Telephone number	107	95
Email	4	3
Postal	2	2
Total	**113**	**100**

The results shown in Table 4.7, indicate that 95 % of the respondents left their telephone contacts at the registration offices for follow up,3% of the respondents left their email addresses and 2% of the respondents left their postal addresses. Contacts are a vital way of keeping in touch with your customers in case of anything. The study sought to investigate the type of contacts that applicant leave at the registration offices for follow up purposes.

4.5.2 Identity card application tracking system in national registration bureau

Table 4.8 shows distribution of respondents by availability of Identity card tracking.

Table 4.8 Distribution of respondents by availability of Identity card tracking

Availability of Identity card tracking	**Frequency**	**Percentage**
Yes	63	56
No	50	44
Total	**113**	**100**

The results reveal that, 56% of the respondents stated that there is identity tracking system and 44% stated that there is no identity tracking system. Tracking of the identity card is important because it informs the applicant whether the identity card has been rejected or it's successful. In the event that the application has problems the applicant can correct in good time.

4.5.3 Effectiveness of identity card feedback mechanism

Table 4.9 gives the effectiveness of identity card feedback mechanism.

Table 4.9 Effectiveness of identity card feedback mechanism

Effectiveness of feedback mechanism	Frequency	Percentage
Strongly agree	59	52
agree	42	37
undecided	12	11
disagree	0	0
Strongly disagree	0	0
Total	**113**	**100**

The results show that 52% of the respondents strongly agree that the National Registration Bureau tracking system is effective, 37 % the respondents agree that the National Registration Bureau tracking system is effective, 11% the respondents are undecided that the National Registration Bureau tracking system is effective and no respondents disagree and strongly that the National Registration Bureau tracking system is effective.

4.5.4 Communication that the identity card is ready for collection

Table 4.10 shows distribution of respondents by Communication that the identity card is ready for collection.

Table 4.10 Distribution of respondents by Communication that the identity card is ready for collection

Communication	Frequency	Percentage
Via SMS	55	49
Via Phone Call	53	47
No Communication system	1	1
Via email	4	3
Total	**113**	**100**

The results indicate that 49% of the respondents were aware that communication that the identity card is ready for collection is through SMS, 47% of the respondents were aware that they communicate through telephone, 1% of the respondents were aware that there is no communication system and 3% of the respondents were aware that they use e-mail to communicate to applicants that their identity card is ready for collection.

4.5.5 Communication that the identity card has been rejected

Table 4.11 illustrates distribution of respondents by communication that the identity card has been rejected.

Table 4.11 Distribution of respondents by communication that the identity card has been rejected

Communication	Frequency	Percentage
Via SMS	27	24
Via phone call	45	40
No communication	38	34
Via email	3	2
Total	**113**	**100**

The results reveal that 24% of the respondents view that the communication that the identity card has been rejected is through SMS, 40% of the respondents view that they communicate through telephone, 34% of the respondents view that there is no communication system and 2% of the respondents view that they use e-mail to communicate to applicants that their identity card application has been rejected. National Registration Bureau usually communicates to the applicants that their identity card applications have been rejected due to various reasons.

4.5.6 Duration it takes for applicants to know their identity card is ready for collection

Table 4.12 illustrates the duration it takes to arrival of their applications for collections.

Table 4.12 Duration it takes to arrival of their applications for collections

Duration	Frequency	Percentage
One - two weeks	11	8
Two - three weeks	79	70
three - four weeks	15	13
Over four weeks	8	9
Total	**113**	**100**

The results shows that 8% of the respondents were aware that it takes one- two weeks for applicants to know that their identity card is ready for collection,70% of the respondents were aware that it takes two –three weeks,13% of the respondents say it takes three- four weeks and 9% of the respondents were aware that it takes over four weeks for applicants to know that their identity card is ready for collection at the registration centers.

4.6 ICT Technology

The study sought to establish whether the respondents have use ICT technology in identity card registration processes. The study assessed presence of identification and registration technologies, status of registration Officers' ICT skills, the status identity card application processes, availability of online registration application, availability of online fingerprint taking and online submission of finger prints impressions, availability of online registration application and the benefits of automating registration processes that National Registration Bureau will get in the identity card application processes and their findings.

4.6.1 Presence of identification and registration technologies

Table 4.13 gives distribution of respondents by technologies used in National Registration Bureau.

Table 4.13 Distribution of respondents by technologies used in national registration bureau

Technologies used	Frequency	Percentage
Yes	96	86
No	17	14
Total	**113**	**100.0**

The results indicate that 86% of the respondents were aware of identification and registration technologies used in National Registration Bureau while 14 % of the respondents were aware of identification and registration technologies used in National Registration Bureau. As the results indicate, many respondents were aware that National Registration Bureau uses identification and registration technologies

4.6.2 Status of registration Officers' ICT skills

Table 4.14 shows distribution of respondents by status of registration officers' ICT skills.

Table 4.14 Distribution of respondents by status of registration officers' ICT skills

Officers' ICT	Frequency	Percentage
Strongly agree	5	5
agree	8	75
undecided	23	20
disagree	0	0
Strongly disagree	0	0
Total	**113**	**100**

The results reveal that 5%of the respondents strongly agree that officers have the required ICT skills, 75% of the respondents agree that officers have the required ICT skills, 20 % of the respondents undecided are undecided that officers have the required ICT skills and no respondents disagree and strongly disagree that officers have the required ICT skills. The results indicate, many officers have the required ICT skills.

4.6.3 Identity card application processes

Table 4.15 shows Distribution of respondents by status identity card application processes

Table 4.15 Distribution of respondents by status identity card application processes

Application processes	Frequency	Percentage
Manual	105	93
Automated	6	5
Do not know	2	2
Total	**113**	**100**

The results indicate that 93% of the respondents were aware that National Registration Bureau Identity card applications processes are manual, 5% of the respondents were aware National Registration Bureau Identity card application processes are automated and 0% respondents were not aware National Registration Bureau Identity card application processes are automated or manual.

4.6.4 Availability of online registration application

Table 4.16 gives distribution of respondents by Availability of online registration application

Table 4.16 Distribution of respondents by Availability of online registration application

Availability of online registration	Frequency	Percentage
Yes	2	1
No	108	96
Do not know	3	3
Total	**113**	**100**

The results show that 1% of the respondents were aware there is online registration application,96% of the respondents were aware there is online registration application and 3% of the respondents were not aware there is online registration application.

4.6.5 Availability of online fingerprint taking and online submission of finger prints impressions.

Table 4.17 indicates Distribution of respondents by Availability of online fingerprint taking and online submission of finger prints impressions.

Table 4.17 Distribution of respondents by Availability of online fingerprint taking and online submission of finger prints impressions

Respondents	Frequency	Percentage
Yes	0	0
No	108	96
Do not know	5	4
Total	**113**	**100**

The results reveal that 0% of the respondents were aware there is online fingerprint taking and online submission of finger prints impressions, 96% of the respondents were not aware there is no online fingerprint taking and online submission of finger prints impressions and 4% of respondents were not aware there is online fingerprint taking and online submission of finger prints impressions. From the results majority of the respondents are aware there is no online fingerprint taking and online submission of finger prints impressions.

4.6.6 Benefits of automating registration processes that National Registration Bureau will get.

Table 4.18 shows distribution of respondents by Benefits that National Registration Bureau will get by automating registration processes

Table 4.18 Distribution of respondents by Benefits that National Registration Bureau will get by automating registration processes.

Benefits	Frequency	Percentage
Less paperwork	11	10
Faster delivery of ID card	41	36
Less tasks	35	31
Improved efficiency	26	23
Total	**113**	**100**

The results show that, 10% of the respondents stated that, National Registration Bureau will have less paper work, 36% of the respondents were of the opinion that National Registration Bureau will have faster delivery of identity cards,31% of the respondents stated that National Registration Bureau will reduce their tasks and 23% of the respondents were of the opinion that National Registration Bureau will improve its efficiency which will increase their customer satisfaction.

4.7 Decentralization

The study sought to establish how the processes of identity card are decentralized. The study assessed Type of databases used by National Registration Bureau, Number of production centers, Factors necessitating the number of production centres, Number of days an Identity card takes to reach the applicant according to the National Registration Bureau citizens service charter, Number of days an Identity card takes to reach the applicant and Number of time identity cards is delivered from the production centre to field stations in a week.

4.7.1 Type of databases used by National Registration Bureau

Table 4.19 gives distribution of respondents by the type of databases used by National Registration Bureau.

Table 4.19 Distribution of respondents by the Type of databases used by National Registration Bureau

Type of database	Frequency	Percentage
Centralized	108	95
Distributed	3	3
Do not know	2	2
Total	**113**	**100**

The results indicate that 95% of the respondents stated that National Registration Bureau databases are centralized, 3% of the respondents stated that National Registration Bureau databases are distributed 2% of the respondents did not know what type of databases National Registration Bureau used.

4.7.2 Number of production centers

Table 4.20 shows distribution of respondents by Number of production centers.

Table 4.20 Distribution of respondents by Number of production centers

Respondents	Frequency	Percentage
One	113	100
Two	0	0
More than two	0	0
Total	**113**	**100**

The results indicate that 100% of the respondents were aware that there is one production centre which is in Nairobi, 0% of the respondents were not aware that there are two identity card production centre and 0% were not aware that there is more than two production centres. All the respondents knew that there is only one production centre in Nairobi where all the identity card applications are sent to for processing identity card, then the cards are sent back to their respective registration centres for applicant to collect.

4.7.3 Factors necessitating the number of production centres

Table 4.21 shows distribution of respondents by the factors that necessitate the number of production centre at the National Registration Bureau

Table 4.21 Distribution of respondents by the factors that necessitate the number of production centre at the National Registration Bureau

Factors that necessitate the number	Frequency	Percentage
Security	106	94
Lack of finances	5	4
Lack of knowledge	2	2
Total	**113**	**100**

The results reveal that 94% of the respondents stated that the number of Registration Bureau National production centres is influenced by security issues,4% of the respondents stated that is because there is lack of finances to set up many production centres in Kenya and 2% stated that it is because of lack of knowledge and skills that other production centre cannot be established in Kenya

4.7.4 Number of days an Identity card takes to reach the applicant.

Table 4.22 shows distribution of respondents by the Number of days an Identity card takes to reach the applicant

Table 4.22 Distribution of respondents by the Number of days an Identity card takes to reach the applicant

Number of days	Frequency	Percentage
Less than one month	1	1
One months	93	82
Two months	16	14
Over two months	3	3
Total	**113**	**100**

The results of show that, 1% of the respondents were aware that it takes less than a month for identity card to be delivered to the applicant from the day of application,82% of the respondents were aware that it takes one month for identity card to be delivered to the applicant from the day of application,14% of the respondents are know that it takes two months and 3% of the respondents were aware that it takes over two months.

4.7.5 Number of days an Identity card takes to reach the applicant according to the National Registration Bureau citizens' service charter.

Table 4.23 shows distribution of respondents by the Number of days an Identity card takes to reach the applicant according to the National Registration Bureau citizens' service charter

Table 4.23 Distribution of respondents by the Number of days an Identity card takes to reach the applicant according to the National Registration Bureau citizens' service charter

Number of days	Frequency	Percentage
Less than one month	1	1
One months	94	83
Two months	15	13
Over two months	3	3
Total	**113**	**100**

The results show that,1% of the respondents are aware that it takes less than one month for an Identity card to reach the applicant according to the National Registration Bureau citizens' service charter, 83% of the respondents are aware that it takes one month and 13% of the respondents are aware that it take two months.

4.7.6 Number of time identity cards is delivered from the production centre to field stations in a week.

Table 4.24 gives the number of time identity cards is delivered from the production centre to field stations in a week

Table 4.24 Number of time identity cards is delivered from the production centre to field stations in a week

Number of time identity cards is delivered	Frequency	Percentage
Once	9	8
Two Times	94	83
Three Times	10	9
Total	**113**	**100**

The results indicate that 8% of the respondents were aware that identity cards is delivered from the production centre to field stations once in a week, 83% of the respondents were aware that identity cards is delivered from the production centre to field stations in two times a week and 9% of the respondents were aware that of time identity cards is delivered from the production centre to field stations three times in a week.

CHAPTER FIVE
SUMMARY OF THE FINDINGS, DISCUSSION, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter gives a summary of the findings, discussion, conclusions and recommendations on the factors that influence the production of identity cards in Nairobi County, Kenya.

5.2 Summary of findings

A summary of findings is given below.

Findings on financial resources, show that majority (89%) of the respondents were aware that the identity card printing materials and fingerprint ink are readily available for the applicants. Most (89%) of the respondents indicated that were aware that the application forms were available.

Findings on effective feedback system, show that majority (56%) of the respondents stated that there is identity tracking system and (52%) said that the National Registration Bureau tracking system is good. Majority (95%) of the respondents left their telephone contacts at the registration offices for follow up.

Results on ICT, reveal that majority (93%) of the respondents were aware that National Registration Bureau Identity card applications processes are manual. Majority of the respondents were (96%) not aware there is no online registration and (96%) no online fingerprint taking or online submission of finger prints impressions.

Results on decentralization, indicate that majority (95%) of the respondents were aware that National Registration Bureau databases are centralized. Most (100%) of the respondents were aware that there is one production centre which is in Nairobi.

Findings on demographic characteristics**,** show that majority (56%) of the staff were males and 44% of the respondents were females. Majority of the staff (74%) have worked at National Registration Bureau for over 9 years.

5.3 Discussion of Findings

The findings of the research are discussed below.

5.3.1 Financial resources

The first research question aimed at establishing how financial resources influence production of Identity Card in Nairobi County. The study indicators were availability of resources for applicant's to process ID cards such as Application forms, Photo printing papers, Finger print ink. In this we found, that majority of the respondents were aware that the application forms are readily available for the applicants to for whatever application that the applicants want to make. Supplies for crucial materials like application forms, printing materials and fingerprint ink need to all times need be available at all times .Majority of the respondents (89%)were also aware that the identity card printing materials and fingerprint ink are readily available for the applicants. In addition we found out that the supplies are delivered to the registration centres after every two weeks.

These findings are at par with KNHCR (2006) that budgetary allocations do affect National Registration Bureau's ability to meet public expectations at district and divisional levels since a shortage in the supply and availability of necessary materials for Identity card production can result in delays in the registration process.

5.3.2 Feedback mechanism

The second research question aimed at assessing how effective feedback systems influence production of Identity Card in Nairobi County. The study indicators were availability of identity card tracking system and availability of communication system between the applicants and registration office.

In this we found tracking of the identity card is important because it informs the applicant whether the identity card has been rejected or it's successful. In the event that the application has problems the applicant can correct in good time. The respondents were asked on the availability of Identity card tracking system at the National Registration Bureau. Majority of the respondents (56%) stated that there is identity tracking system and majority of the respondents (59%) were aware that the National Registration Bureau tracking system is good.

The researcher sought to establish the type of communication that National Registration Bureau communicates with the applicants. In this we found out, majority of the respondents (95%) left their telephone contacts at the registration offices for follow up, while others(3%) left their email addresses and (2%) their postal addresses. In addition majority of the respondents(49%) were aware that, National Registration Bureau communicates to applicants that the identity card is ready for collection is through SMS, while were aware that they communicate through telephone(47%) and a few(1%) were aware that there is no communication system. Also majority of the respondents were aware that it takes one - two weeks for applicants to know that their identity card is ready for collection at their registration centre of application.

The study findings concur with Abdul, K. Binsal (.2012) that an effective identity card status inquiry service offers customers the opportunity to be aware of the stage that the registration application reached and see why the Identity card was late for printing as a result of errors in the inputted data or low quality fingerprints and photos that were taken.

5.3.3 ICT technology

The third research question was aimed at investigating how ICT technologies influence production of Identity Card in Nairobi County. The study indicators on this research question were Use of online biometric fingerprint taking and Use of online identity card application.
Most of the respondents (86%) were aware of identification and registration technologies used in National Registration Bureau while (14%) of the respondents were aware of identification and registration technologies used in National Registration Bureau. As the results indicate, many respondents were aware that National Registration Bureau uses identification and registration technologies.

In the use of Use of online biometric fingerprint taking majority of the respondents(96%) are aware there is no online fingerprint taking and Majority of the respondents(93%) were aware that National Registration Bureau Identity card applications processes are manual. The respondents were of the opinion that National Registration Bureau will have the following benefits if their processes are automated; most ((36%) gave the opinion that there will be faster delivery of identity cards,(10%) that National Registration Bureau will have less paper work, (31%) that

National Registration Bureau will reduce their tasks and (23%) that National Registration Bureau will improve its efficiency which will increase their customer satisfaction.

Majority of the respondents were not aware there is online registration from the results and majority of the respondents are aware there is no online fingerprint taking and online submission of finger prints impressions.

The research findings concur with Mandeh (2012) that most of African government processes and tasks are manual making them vulnerable problems associated with manual tasks. Automating the processes will minimize corruption and would increase employees' productivity and efficiency by using faster computers and well design application software, computer networks, and databases.

5.3.4 Decentralization

The fourth research question aimed at determining how decentralization processes of identity cards influence production of Identity Card in Nairobi County. The study indicators in this research question were Number of databases and Number of production centres

Majority of the respondents (95%) were aware that National Registration Bureau databases are centralized. Majority of the respondents (82%) were aware that it takes one month for identity card to be delivered to the applicant from the day of application.

Majority of the respondents(100%) were aware that there is one production centre which is in Nairobi All the respondents knew that there is only one production centre in Nairobi where all the identity card applications are sent to for processing identity card, then the cards are sent back to their respective registration centres for applicant to collect. In addition most of the respondents (94%) attributed that the number of Registration Bureau National production centres is influenced by security issues, 4% on the lack of finances to set up many production centres in Kenya and 2% on the lack of knowledge and skills that other production centre cannot be established in Kenya. Most of the respondents were aware that identity cards is delivered from the production centre to field stations in two times a week because there on production centre.

These findings concur with KNHCR(2006) that high centralization of the registration process in

Nairobi. This means that all applications have to go to the National Registration Bureau in Nairobi for verification and eventual printing of identity cards. The applications are sent in hard copies by regular mail.

5.4 Conclusions

The following conclusions were made from the study.

1. The findings reveal that most of the financial resources such as Application forms, Photo printing papers, Finger print ink were available to applicants. The materials are brought from the Nairobi head office after every two weeks which successfully caters for all the applicants.
2. The findings reveal that National Registration Bureau has a good identity card tracking system mostly use SMS as a way to communicate with the applicants for follow up purposes.
3. The findings indicate that National Registration Bureau used identification technologies but the study revealed that most of the processes are still manual including fingerprint taking and identity card applications.
4. The findings indicate that National Registration Bureau has only one production centre in Nairobi. This means that all applications have to go to the National Registration Bureau in Nairobi for verification and eventual printing of Identity Card. The applications are sent in hard copies by regular mail. Once the identity cards are produced, they are sent back to the respective districts via Electronic Mail Services mail.

5.5 Recommendations

The following recommendations were made from the study**.**

1. The government through National Registration Bureau should ensure there are enough financial resources that are required for identity card applications so that Kenyans do not have to pay dearly for the inefficiencies caused by lacking an identity card.
2. National Registration Bureau should embrace ICT technology in its processes since they use identity card technologies. Most of the identity card application processes are manual which cause a lot of paper work and delays in production of identity card processes.
3. National Registration Bureau should strengthen its existing feedback mechanism so that

applicant can fully enjoy it. The current feedback mechanism that uses SMS is not working efficiently thus most applicants cannot know their ID card status.

4. With the current devolution taking place in the central government, the government should come up with a decentralization project so that identity cards can be produced in several other centres apart from Nairobi.

5.6 Suggestions for further research

The following research areas are recommended for further studies.

1. A future research should be carried out in other counties in order to establish the factors that influence the effective production and issuance of identity cards in these Counties since this study was carried out in Nairobi County.
2. Further research should also explore other factors that might influence the production of identity cards in Nairobi County.

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www.fidis.net. Identification versus anonymity in e-government**.** Pseudonymous

APPENDICES

APPENDIX 1: LETTER OF INTRODUCTION

Ethel M. Mwacharo,
PO BOX 28891 00100,
Nairobi.

Dear Respondent,

My name is Ethel Mawondo Mwacharo a student of Masters of Arts Degree in Project Planning and Management in the University of Nairobi. I am currently carrying out my research on the topic factors influencing the production of identity cards in Nairobi County, Kenya I am inviting you to participate in the research project by filling out the attached questionnaire. This information will be treated with high confidentiality and your name will not appear anywhere. Kindly take the time to fill in the questionnaire and give it back to me.

If you have any questions or concerns about completing this questionnaire or about being in this study you may contact me. I greatly appreciate your help in participating in the study.

Yours faithfully,

Signature _____

Ethel M. Mwacharo

Reg. No. L50/64435/2010

APPENDIX 2: QUESTIONNAIRE FOR STAFF

Instructions.

Kindly tick (√) in the relevant box and fill in the blank spaces.

SECTION A: GENERAL INFORMATION

1. Questionnaire number _____ Date _____

2. Gender Male ☐ Female ☐

3. Years in service 0 - 3 years ☐ 4-5 years ☐
6-8 years ☐ over 9 years ☐

SECTION B

These questions below ask about your experience about. Select the option that most represent your opinion one each of the following statements.

ICT technology

1. Are you aware of current identification and registration of person's technologies?

Yes ☐ No ☐

2. Are the officer's ICT skills at par with the current technology?

1=strongly agree	
2=agree	
3=undecided	
4=disagree	
5=strongly disagree	

3. Is the identity card application process manual or automated?

Manual ☐ automated ☐ don't know ☐

4. Is there online registration application for an identity card in National Registration Bureau?

Yes ☐ No ☐ don't know ☐

5. Is there automated fingerprint taking and online submission of the same to the production centre?

Yes ☐ No ☐ don't know ☐

6. What benefits do you think National Registration Bureau have if the registration processes are fully automated?

Decentralization

1. What type of databases is there in National Registration Bureau?

Centralized database ☐ distributed database ☐

2. How many identity card production centers does National Registration Bureau have?

One ☐ two ☐ more than two ☐

3. What factors determine the number of production centres that National Registration Bureau has?

Security ☐ lack of finances ☐ lack of relevant knowledge and skills ☐

4. How many days does an identity card approximately take to reach the applicant?

Less than 1 month ☐ one moth ☐

Two months ☐ over two months ☐

5. How many days does the National Registration Bureau service charter say that an identity card application should take for Nairobi County?

15 days ☐ 1month ☐ don't know ☐

7. How many times in a week are identity cards delivered to the field centers from the production centre? Once ☐ twice ☐ thrice ☐ more than thrice ☐

Feedback mechanism

1. What contacts does the applicant leave with the office of registration for communication purposes?

Telephone number ☐ website ☐ postal ☐

2. Is there an identity card application tracking system in National Registration Bureau?

Yes ☐ No ☐

3. Is the existing identity card feedback mechanism is the effective?

1=strongly agree	
2=agree	
3=undecided	
4=disagree	
5=strongly disagree	

4. How does the applicant know that his/her identity card is ready for collection at the registration centre?

Via sms ☐ via phone ☐ via email ☐ No communication system ☐

5. How does the applicant's know their application has been a rejected?

via sms ☐ via phone ☐ via email ☐ no communication system ☐

4. How long will a rejection statement reach the applicant's?

Less than 1 month ☐ 1 month ☐

2 months ☐ 3 months ☐

Over 3 months ☐

5. How long does the applicant take to know that he's or her identity card has arrived at the registration centre of application?

1 -2 weeks ☐ 2- 3 weeks ☐ 3 - 4 weeks ☐ over 4 weeks ☐

6. Do you have any recommendations for National Registration Bureau on their feedback system so that it can improve on its production process?

_____

_____

_____

Finances

1. Are there enough application forms for applicant for each month?

Yes ☐ No ☐

2. Do you receive enough printing materials for the photographs from the head office to process identity card applications in the field offices?

Yes ☐ No ☐

3. How often do you receive supplies from the head office?

Every week ☐ after every 2 weeks ☐ Monthly ☐

3. How do financial resources affect the production processes of identity card?
