

Enhancing Public Service Delivery In Kenyan Rural Communities Using Mobile Platform.

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Abstract:

It is the responsibility of each government to ensure continued improvement of public service delivery. Although the Kenyan government has strived to advance service delivery in rural areas, it is still grappling with several challenges facing the citizens living in rural areas. Even with new devolved government system, the inability to access government offices and access information among other challenges still remain. Some of the initiatives started by the government like e-government have not helped much. This research presents an innovative way of improving public service delivery in rural areas by use of m- government. It studies the existing methods of service delivery giving their limitations and provides a better approach of improving government services delivery using mobile technology. This approach combines development of a mobile application prototype and the use of the same prototype for further study on usability of the application in rural areas. The findings of this study show that the use of mobile technology can greatly improve the delivery of public services.