

Trust and Its Challenges Facing E-Government Programs in Kenya

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Abstract

Kenya's public sector is at a crossroads today in facing the challenges of institutional change and the impact of new technologies. The public sector can, and will play a much stronger role in implementing all the government plans. The emerging ICT technology can create solid improvement in offering better services to all nations. This can enable the citizens of the countries to access e-services from the governments based on their trust to the systems. In Kenya things have not been as planned as majority of the people don't trust e-government services. There are many challenges facing its implementation which now remains as a dream, despite the government efforts. The paper raises a lot of concern especially on the trust of the citizens to e-government services being offered and the ICT awareness of the citizens too. The work highlights what the government has done to address the issue. The proposed solutions will help as e-government, and ICT investment has consumed a huge part of the national budget in recent years. The paper addresses how trust influences the change of attitude towards government by employees and the citizens.