

# Security and Usability Enhancing E-Service Marginalization for Digital Vulnerable Groups

**<sup>1</sup>Muchiri Michael Njoki, <sup>2</sup>Franklin Wabwoba, <sup>3</sup>Elyjoy Muthoni Micheni**

<sup>1</sup>Department of Information Technology, Kibabii University;

<sup>1</sup>Department of Information Technology, Dedan Kimathi University of Science and Technology, Kenya

<sup>2</sup>Department of Information Technology, Kibabii University, Kenya

<sup>3</sup>Department of Management Science and Technology, the Technical University of Kenya, Kenya

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## **ABSTRACT**

In the new information society, services are delivered electronically making it cost effective, efficient and convenient for both the government and private firms making ICT a major facilitator of social economic development. However, a new form of exclusion is emerging in the provision of e-services due to security usability. This paper has discussed the e-services concept and its contribution to digital exclusion. It explores security, usability, and the contribution of security usability to digital exclusion of vulnerable groups hence social exclusion. Just like security, usability is a critical aspect in adoption of e-services. Security alone without usability is not sufficient to building trust among users of online services. Where there is lack trust arising from inadequate security just like where a system is not usable amongst users, many a time will lead to it's not being used the system. Those who abandon the use get excluded. The paper is a product of an ongoing study on security usability to achieve inclusivity.

**Key Words:** *Digital Exclusion; Digital Vulnerable Groups; E-Service Marginalization; Information Society; Security Practices; Usability Practices*