

## **Effects of Total Quality Management Implementation on Electronic-Government in County Government of Kakamega**

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### **Abstract:**

Several authors have since defined Electronic-Government in various ways but the keywords include the use of information and communication technologies (ICTs) to facilitate access to and provision of government services to people. The ultimate aim is to improve performance (efficiency, effectiveness, transparency and accountability) of government. The purpose of this study was to examine the effects of Total Quality Management practices in the implementation of Electronic-Government in County Government of Kakamega. The study had the following objective: To examine the levels of TQM practices and implementation of e-Government in County Government of Kakamega. This study was anchored on the conceptual framework that shows interactions of the variables. The study was guided by the descriptive survey design. The researcher employed purposive random sampling techniques to select the Ict Manager, Sub-County administrators, ICT officers and Procurement officers. A census study was used where all the respondents in the target population took part in the study. The reliability of the instruments was tested after conducting a pilot test and Cronbach Alpha Reliability coefficient value computed to determine how items correlated among themselves. The threshold value acceptable in this study was 0.7 and higher. The data collected was analyzed through both descriptive and inferential statistics using a computer programme (SPSS) where Pearson correlation coefficient and Chi Square tests were the statistical tools used. Results indicate that the levels of effects of total quantity management practices and implementation of e-government in County Government of Kakamega has not been well established; some of the TQM practices were being implemented to some good extent in the County Government of Kakamega like top management practices, strategic quality planning, employee management and involvement, customer focus, continuous improvement and innovation, training and education and results indicate that TQM practices had positive and significant effect on the e-Government implementation in County Government of Kakamega. Therefore it was concluded that the levels of effects of TQM practices and implementation of e-government in County Government of Kakamega was low; Some of the TQM practices were being implemented to some good extent in the County Government of Kakamega and that increasing the levels of TQM practices operations in the county could result in improved e-Government implementation. The study made the following recommendations: there is need to create high levels of awareness of TQM practices and e-government instruments in the County Government of Kakamega and that the development of information and communication technologies (ICT) in the County Government of Kakamega should be enhanced by the county investing heavily in this sector The research findings will assist policy makers and stakeholders to gauge stages of e-Government implementation in County Government of Kakamega and effects of TQM practices.