



**UNIVERSITY
OF
LUSAKA**

SCHOOL OF TECHNOLOGY AND SOCIAL SCIENCES.

**Assessing the effectiveness of e-government initiatives in improving public service delivery
in peri-urban districts: A Case study of Kafue town Council**

By

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**A dissertation report submitted to University of Lusaka in partial fulfillment of the
requirements for a Bachelor of Science in Public Administration**

DECLARATION

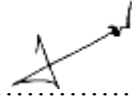
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APPROVAL

This dissertation proposal has been presented for examination with my approval as the University Supervisor.

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ABSTRACT

In the digital era, e-government has become a key driver in transforming public service delivery by promoting accountability, transparency, and citizen engagement. This study, titled “Assessing the Effectiveness of E-Government Initiatives in Improving Public Service Delivery in Peri-Urban Districts: A Case Study of Kafue Town Council,” sought to evaluate how effectively e-government initiatives have enhanced service delivery in Kafue District, Zambia. The research adopted a mixed-methods approach, integrating both quantitative and qualitative techniques. Data were collected from a sample of 100 respondents, and quantitative data were analyzed using the Statistical Package for Social Sciences (SPSS) version 20, while qualitative data were examined through thematic analysis.

The findings revealed that 70% of respondents had a clear understanding of e-government services, while 30% lacked awareness. It was established that 40% of respondents used e-government services frequently, 30% sometimes, and another 30% rarely or never used them, indicating uneven adoption across the population. Time efficiency and convenience emerged as the main motivations for using e-government platforms. Qualitative insights showed that respondents commonly utilized e-government for online payments, business license applications, and registration services.

The study concluded that e-government adoption in Kafue District is gradually improving but remains hindered by limited awareness, inadequate digital infrastructure, and trust-related challenges. While citizens appreciate the convenience and efficiency offered by digital platforms, disparities in usage reflect existing digital inequalities. The study recommends enhancing public awareness and digital literacy through continuous sensitization programs, community workshops, and media campaigns. It further suggests that future research should explore citizen trust, data security concerns, and comparative adoption patterns between urban and rural areas to support inclusive digital transformation.

Keywords: E-Government, Public Service Delivery, Digital Transformation, Awareness, Digital Literacy, Trust, Kafue District, Zambia.

DEDICATION

I wholeheartedly dedicate this work to my family for their steadfast love and support, and to the Almighty God, whose infinite grace and guidance have sustained me throughout this academic journey.

ACKNOWLEDGMENT

I extend my heartfelt gratitude to my supervisor, Mr. Sande Kaswanga, for his exceptional guidance, unwavering support, and profound academic insight throughout this study. His commitment, encouragement, and timely feedback were instrumental in the successful completion of this work. May the Almighty God abundantly bless him.

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CHAPTER ONE

INTRODUCTION AND BACKGROUND

1.0 Introduction

Chapter One introduces the study on the effectiveness of e-government initiatives in enhancing public service delivery in Kafue District. It covers the background of e-government in Zambia, the research problem, objectives, and questions, as well as the study's significance, scope, and key definitions. Together, these sections provide the foundation and context for assessing how digital platforms influence accessibility, efficiency, and citizen satisfaction in local governance.

1.1 Background of the Study

In the digital age, e-government has emerged as a transformative tool for improving public sector performance by enhancing accountability, transparency, efficiency, and citizen participation. Globally, the United Nations E-Government Survey (2022) reports that countries with advanced digital government systems demonstrate higher levels of service efficiency and public trust due to improved access to online platforms and open data systems. The global E-Government Development Index (EGDI) average increased from 0.55 in 2018 to 0.61 in 2022, reflecting steady progress in digital public service delivery. In Sub-Saharan Africa, however, adoption remains uneven, with infrastructure and capacity constraints limiting the effectiveness of digital transformation efforts. Despite these challenges, empirical studies show that properly implemented e-government systems can reduce administrative costs by up to 20–30% and significantly shorten service processing times (World Bank, 2021).

In Zambia, the government has prioritised digital transformation under the National ICT Policy and the Smart Zambia Programme, which aim to digitise public services and improve accessibility, openness, and efficiency. According to the Ministry of Technology and Science (2023), over 60% of central government ministries have begun automating key services, and platforms such as the Government Service Bus and e-payment systems have been rolled out to selected local authorities. Furthermore, the Zambia Information and Communications Technology Authority (ZICTA)

(2023) reports that internet penetration in Zambia reached approximately 63%, largely driven by mobile broadband expansion. However, rural–urban disparities remain significant, with rural internet access estimated to be below 35%, limiting the inclusive uptake of digital public services. Previous empirical studies highlight both the potential and constraints of e-government implementation in Zambia. Banda and Phiri (2021), in a study of digital service adoption in Lusaka-based public institutions, found that online licensing and e-payment systems reduced processing time by nearly 40% compared to manual procedures. However, the study also noted low user awareness and limited system integration across departments. Similarly, Mulenga (2022) examined e-governance implementation in selected Zambian councils and found that while digital record management improved transparency, challenges such as inadequate ICT infrastructure, limited staff training, and resistance to change reduced system effectiveness. Regionally, Achieng and Wanjiru (2020) in Kenya established that counties with integrated e-government platforms recorded improved revenue collection and citizen satisfaction levels above 70%, compared to counties relying on manual systems.

Historically, before digital reforms, service delivery at the district level in Zambia was predominantly manual, relying on paper-based systems and face-to-face interactions. This often resulted in inefficiencies such as long queues, delayed processing times, poor record-keeping, bureaucratic bottlenecks, and increased opportunities for corruption. Studies by the World Bank (2020) indicate that manual administrative processes in developing countries can increase transaction costs by up to 25% for citizens, particularly in rural areas where travel distances and information asymmetries are high.

Kafue District Council, located approximately 45 kilometres south of Lusaka in Lusaka Province, operates as a statutory local authority under the Local Government Act. The Council is mandated to provide essential public services including waste management, land administration, licensing, infrastructure development, and community development programmes. In line with Zambia’s decentralisation and digital transformation agenda, the Council has introduced initiatives such as e-payment platforms, digital record-keeping systems, and online communication channels. While these reforms are aligned with national e-government objectives, utilisation rates remain relatively low, and anecdotal evidence from community stakeholders suggests that digital platforms are not yet fully integrated into daily service delivery processes.

Challenges affecting the full realisation of e-government benefits in Kafue mirror national trends,

including inconsistent internet connectivity, limited ICT infrastructure, and low levels of digital literacy among both staff and citizens. ZICTA (2023) further notes that although mobile penetration exceeds 90% nationally, effective use of online public service platforms remains constrained by affordability of data and digital skills gaps. Consequently, a gap persists between policy intentions and practical outcomes at the district level.

Against this backdrop, this study seeks to evaluate the extent to which e-government initiatives have improved public service delivery at Kafue District Council, focusing specifically on accessibility, efficiency, and citizen satisfaction. By situating the analysis within existing national statistics and prior empirical findings, the study contributes to ongoing debates on whether digital governance reforms in Zambia are translating into measurable improvements in local-level service delivery.

1.2 Statement of the Problem

Despite Zambia's adoption of e-government initiatives to improve service accessibility, transparency, and operational efficiency, their effectiveness in rural areas remains limited and inconsistent (Chanda & Musonda, 2023). In districts such as Kafue, citizens continue to encounter delays, excessive bureaucracy, and limited transparency in public service delivery

1.3 Research Objectives

1.3.1 General Objective

To assess the effectiveness of e-government initiatives in improving public service delivery in Kafue district.

1.3.2 Specific Objectives

1. To evaluate the level of usage of e-government services among residents in Kafue District.
2. To examine the effects of e-government initiatives on the efficiency of public service delivery at Kafue District Council.
3. To identify the challenges hindering effective implementation of e-government services in Kafue District.

1.4 Research Questions

1. What is the level of usage of e-government services in Kafue District?
2. How have e-government initiatives affected efficiency in service delivery in Kafue district?
3. What are the key challenges facing the implementation of e-government initiatives in Kafue District?

1.5 Significance of study

This study is significant for several reasons:

Policy Makers: It may provide evidence-based insights that can guide national and local e-governance policies.

Local Government Authorities: It may help district councils, such as Kafue, understand the gaps and strengths in their digital service delivery mechanisms.

Academia: It contributes to scholarly literature on e-government in sub-Saharan Africa, particularly in rural settings.

Development Partners: It may inform donor agencies and ICT stakeholders about the practical realities and areas needing intervention to promote digital inclusion.

Citizens: It may amplify the voices of rural users and their experience with public service digitization.

1.6 Scope of the study

The geographical scope of this study was confined to Kafue District. This district has been selected due to its rural nature, which presents both opportunities and challenges in the implementation of digital governance initiatives. Focusing on this area provides a meaningful context to evaluate how e-government functions in settings that are not fully urbanized yet are not entirely rural either.

The content scope of the study centered on evaluating the effectiveness of digital platforms adopted by the Kafue District Council for public service delivery. Specifically, the research assessed how these platforms have been used to provide essential services such as the issuance of licenses and permits, management of waste, and delivery of community development services. The study aimed to understand how these e-government tools have enhanced accessibility, efficiency, and responsiveness in local governance.

In terms of time scope, the study covered the period from 2018 to 2024. This timeframe is significant as it encompasses the years during which Zambia intensified its push for digital transformation in public service delivery under initiatives such as the Smart Zambia Project. By focusing on this six-year period, the research seeks to capture recent developments, trends, and challenges associated with the rollout and utilization of e-government services in the district.

1.7 Operational definitions of key terms and Concepts

E-Government: The use of ICT tools and systems by government institutions to deliver services to citizens, businesses, and other arms of government (World Bank, 2023).

Public Service Delivery: The provision of basic government services such as sanitation, licensing, health, education, and infrastructure to the public (Chanda & Musonda, 2023).

Effectiveness: The degree to which intended outcomes of e-government initiatives are achieved, especially in terms of accessibility, efficiency, and citizen satisfaction (World Bank, 2023).

Digital Inclusion: The ability of all individuals and communities, particularly those in rural or disadvantaged areas, to access and use ICT services (Chanda & Musonda, 2023).

Rural District: A geographical area characterized by low population density, limited infrastructure, and often reduced access to ICT services (Yin, 2018).

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter presents a review of existing literature relevant to the study of e-government and its effectiveness in enhancing public service delivery in rural settings, with a focus on Kafue District Council. It begins with a conceptual analysis of e-government and public service delivery, then explores theoretical and contextual perspectives from previous studies. The review is structured into non-empirical and empirical components, although this section focuses on the non-empirical literature. The aim is to provide a comprehensive understanding of key concepts, frameworks, and debates surrounding e-government implementation in developing countries, particularly in sub-Saharan Africa. This provides the basis for identifying knowledge gaps and contextualizing the current study.

2.2 Non empirical Literature Review

2.2.1 Concept of E-Government

The use of information and communication technologies (ICTs), especially the internet, to provide citizens, businesses, and other branches of government with information and services is known as e-government. It seeks to increase public service delivery's effectiveness, accessibility, and transparency.

In order to better serve the public, e-government entails rethinking government structures and procedures rather than just automating current ones. E-government can be divided into three main interactions, according to the United Nations E-Government Survey: government-to-government, government-to-business, and government-to-citizen. These elements are intended to promote accountability, lessen corruption, enable smooth service delivery, and close the digital gap.

2.2.2 Importance of E-Government in Rural Areas

E-government initiatives are particularly crucial in rural districts where traditional modes of public service delivery are often inefficient or inaccessible. Rural populations frequently face challenges

such as long distances to service points, low staffing in government institutions, and lack of information access. Implementing e-government platforms in such settings can help decentralize services, promote transparency, and improve responsiveness.

Furthermore, e-government in rural areas can promote inclusive development and citizen empowerment. When citizens in remote regions can access services such as land registration, social services, tax payments, and grievance redressal online, it reduces the cost and time burdens associated with accessing government services (Bwalya & Mutula, 2016).

2.2.3 Usage of e-government services among residents

Residents' use of e-government services is still unequal throughout the world, especially between urban and rural areas. Digital literacy, internet-enabled device access, government trust, and perceived service quality are some of the elements that have a substantial impact on citizens' acceptance of e-government in many developing nations. Because of inadequate infrastructure and a lack of knowledge about the digital services that are accessible, use is usually lower in

2.2.4 Impact of e-government initiatives on the efficiency of service delivery

In many nations, e-government projects have greatly increased the effectiveness, accountability, and transparency of public service delivery. One of the most extensively reported advantages of digitizing government procedures is the decrease in corruption and bureaucratic hold-ups. The implementation of e-government systems has resulted in quicker response times for administrative processes including business registration, tax filing, and permit issuance in (, 2023). However, only with sufficient ICT infrastructure, institutional capacity, and user training are the efficiency benefits of e-government fully realized.

2.2.

ple frequently find it difficult to access government websites or mobile platforms in Nigeria and some rural areas of India, which results in underutilization (Chaudhary & Singh, 2020).

There are still issues with the institutions. Government agencies frequently lack the financial resources, human capital, and technological know-how necessary to routinely maintain and upgrade digital systems. Inadequate training and civil servant resistance to change further impede the digital transformation process. Furthermore, citizens and institutions may be discouraged from

fully adopting e-government solutions due to worries about cybersecurity and data protection (OECD, 2022). In certain areas, implementation is made more difficult by political unpredictability and lax regulatory frameworks.

The effective deployment of e-government in rural districts requires addressing a combination of infrastructural, institutional, and socio-cultural barriers. Without targeted strategies to bridge the digital divide, e-government initiatives may inadvertently deepen existing inequalities rather than alleviate them.

2.3 Empirical Literature

2.3.1 Global review

Alghamdi, Goodwin, and Rampersad (2011) conducted a study titled "E-Government Readiness Assessment for Government Organizations in Developing Countries" in Saudi Arabia. The main aim of this study was to develop an integrated framework for assessing the ICT readiness of government agencies in developing countries and public service offering. The findings of the study revealed that several key organizational requirements are essential for the successful adoption of e-government and promoting efficient delivery of public services. Among these, the most critical factors were robust ICT infrastructure, adequately trained human resources, and

Alghamdi, Goodwin, and Rampersad (2011) conducted a study in Saudi Arabia using an integrated framework assessment methodology. They concluded that ICT infrastructure, trained personnel, and strategic planning are essential for efficient service delivery. This finding aligns with the current study's second objective by demonstrating how organizational capacity shapes the efficiency of service delivery.

Miah (2015), in their study titled "Assessment of E-Government role in public service delivery: A Developing Country Perspective", conducted an empirical investigation in Bangladesh aimed at exploring the collaborative needs in achieving effective governance and service delivery, particularly at the grassroots level. It revealed that beyond technological capabilities, social and organizational factors significantly influence the successful implementation of e-government initiatives and consequently public service delivery. This aligns with the third objective by emphasizing the need to examine contextual barriers in Kafue beyond infrastructure.

The findings of the study underscored the importance of incorporating collaborative perspectives into readiness assessments and service delivery. It revealed that beyond technological capabilities, social and organizational factors significantly influence the successful implementation of e-government initiatives. These factors include the willingness of institutions to work together, the capacity of local administrative structures, and the ability of communities to engage with digital services.

In conclusion, the researchers emphasized that a holistic assessment approach, one that integrates both technological and collaborative dimensions is crucial for evaluating e-government readiness accurately. Their work suggests that in developing countries like Bangladesh, the effectiveness of e-government cannot be divorced from the social dynamics and organizational frameworks within which it operates.

Globally, Joseph and Olugbara (2018) evaluated municipal e-government readiness in India using a structural equation modelling technique. Their study highlighted citizen readiness public awareness and willingness to use digital services as a critical determinant of successful adoption. This aligns directly with the current study's first objective by showing that measuring citizens' uptake of services is central to evaluating effectiveness. Similarly, Julius (2022) conducted a qualitative study in South Africa on municipal e-government readiness, finding that citizen readiness and availability of e-services strongly influence adoption rates. These studies provide a comparative framework for assessing the extent to which residents of Kafue District are using available e-government platforms.

2.3.2 Regional review

Kagoya and Maiga (2020), in their study titled "An E-Government Readiness Assessment Framework for Ugandan Ministries", conducted in Uganda, aimed to assess the readiness of illustrating how structured frameworks improve effectiveness.

In a related study, Julius (2022) conducted research titled "Evaluation of Municipal E-Government Readiness to E-Government" in South Africa. The study was a qualitative study. The aim of their research was to evaluate how prepared local councils are to implement e-government services. Their findings identified several critical factors influencing e-government readiness, including the readiness of e-services, individual citizen readiness, and the robustness of technological

infrastructure. The researchers concluded that understanding and enhancing these key determinants is essential for policymakers and municipal authorities to improve service delivery through e-government platforms.

Ganga (2021) provided a more qualitative, localized perspective through his study titled “A Review of E-Government Development in Africa: A Case of Burundi”. Conducted in Burundi, the research investigated how ready ministries and local authorities were in adopting e-government solutions. The study found that while Burundi had made strides in e-government development, it still faced major hurdles such as poor telecommunication infrastructure and a lack of local ICT skills. These challenges were significant barriers to progress. The conclusion drawn was that for Burundi to effectively implement e-government initiatives there must be deliberate efforts to address these infrastructural and skill-related deficiencies.

2.3.3 Local review

Bwalya and Mulundano, in their study titled "The Implementation of E-Government in Local Authorities in Zambia", aimed to assess the extent to which e-government has been implemented by local authorities and its effect on public services in rural areas. Despite these efforts, the researchers identified several challenges impeding broader e-government implementation, including inadequate funding, poor ICT infrastructure, and a lack of skilled IT personnel. Meanwhile they concluded that there was a positive impact to public service delivery.

However, all councils had adopted Facebook as a tool for disseminating information and had also engaged in e-procurement systems. Despite these efforts, the researchers identified several challenges impeding broader e-government implementation, including inadequate funding, poor ICT infrastructure, and a lack of skilled IT personnel. The study concluded that without targeted interventions to address these systemic issues, the full potential of e-government in Zambia's local governance structures would remain unrealized (ICT Journal, 2023).

In a related mixed method study, Chilembo (2021) examined the coordination and collaboration mechanisms in place for implementing e-government programmes in Zambia through the work titled "A Review of the Successes and Challenges of Coordination and Collaboration in the

Implementation of E-Government Programmes: A Case of Zambia". The study aimed to understand both the achievements and shortcomings in collaborative governance structures.

Chipeta, in the study titled "Understanding E-Government Opportunities and Challenges in Developing Countries: A Case of Zambia", sought to explore the level of e-government development in Zambia and assess the country's readiness to sustain digital public services (Munir, 2022). The research brought to light several opportunities, such as the potential for implementing Open Government Data initiatives to foster transparency and accountability, he used a mixed method approach and descriptive analysis. However, it also underscored major challenges facing e-government in the country, most notably the digital divide and insufficient ICT infrastructure. The study concluded that for Zambia to fully leverage e-government benefits, deliberate efforts must be made to bridge the digital gap and invest in infrastructure improvements (Chipeta, 2018). Locally, Chipeta (2018) applied a mixed-method approach with descriptive analysis to assess Zambia's readiness for sustaining digital services, revealing challenges such as the digital divide and infrastructure gaps that limit usage. This directly informs the first objective by showing that levels of usage are affected not only by service availability but also by socio-economic and infrastructural conditions.

2.4 Theoretical Framework

2.4.1 Technology Acceptance Model

Several theoretical frameworks guided the implementation and evaluation of e-government. One widely used model is the Technology Acceptance Model (TAM), which explains user acceptance of technology based on perceived usefulness and perceived ease of use (Davis, 1989). In the context of public service delivery, TAM helps assess how citizens and government staff adopt e-government systems.

In the context of this study, which seeks to assess the effectiveness of e-government initiatives in Kafue Town Council, TAM provides a useful lens to examine how both citizens and government staff perceive and engage with digital platforms introduced for public service delivery. In rural districts like Kafue, where digital literacy, access to ICT infrastructure, and familiarity with technology are often limited, perceived ease of use becomes a critical determinant of whether e-

government platforms are utilized at all. If citizens or staff find the platforms complex or difficult to navigate, they are less likely to engage with them, regardless of the potential benefits.

In a similar vein, perceived utility is essential to determining whether e-government projects are regarded as trustworthy and beneficial substitutes for conventional service delivery techniques. Adoption will remain low even if the infrastructure is in place if users do not think that these platforms genuinely increase efficiency, decrease delays, or make services more accessible. Underutilized systems and a failure to achieve the more general goals of accountability, transparency, and better service delivery may arise from this.

2.4.2 Diffusion of Innovation

The Diffusion of Innovations Theory (Rogers, 2003) describes the process by which new technologies, practices, or ideas are communicated and adopted within a social system over time. This theoretical framework is particularly useful in understanding the adoption patterns of e-government services in rural communities such as Kafue District, where levels of digital literacy and awareness remain relatively low. The theory identifies key adopter categories-innovators, early adopters, early majority, late majority, and laggards-which can help in tailoring strategies to encourage uptake of e-government platforms among different segments of the rural population.

The backdrop of Kafue Town Council, a rural district in Zambia where e-government and digital transformation are still in their infancy, makes this concept especially pertinent. These communities typically have poor levels of internet accessibility, digital literacy, and technological infrastructure. Because of this, e-government service uptake is unequal and frequently hampered by reasons including skepticism, a lack of awareness, and resistance to change. These issues are closely related to the difficulties that Rogers' thesis highlighted with the late majority and laggards. This idea can be used to investigate how various rural population segments react to e-government services. For example, early adopters and innovators who are generally better educated and connected might be more receptive to using online platforms for council services or tax payment. On the other hand, because they lack confidence in or experience with digital tools, the late majority and laggards who are frequently older, less educated, or tech-averse may prefer conventional face-to-face contacts.

The idea also emphasizes how crucial social influence and communication channels are to hastening the acceptance of innovations. Peer networks, local influencers, and community leaders

authorities can create focused initiatives, such awareness campaigns, training in digital literacy, and community-based e-services demonstrations, by having a better understanding of these social dynamics.

2.4.3 E-Government Maturity Model

The E-Government Maturity Model proposed by Layne and Lee (2001) also provides a useful lens. It outlines a progression of e-government implementation in four stages: cataloguing (services online), vertical integration (linking different levels of government), and horizontal integration (coordinating functions across departments). Most rural districts in developing countries, including Zambia, are in the early to mid-stages of this model. This will be the main theory of this study.

By applying the E-Government Maturity Model, this study seeks to identify not only the current stage of e-government implementation in Kafue Town Council but also the gaps and challenges preventing progression to higher stages of maturity. For example, a failure to move beyond the transaction stage may be due to lack of ICT infrastructure, limited staff capacity, or weak interdepartmental coordination. These findings will help in assessing whether the e-government platforms in place are merely symbolic or whether they are genuinely transforming how services are accessed and delivered in rural communities.

Furthermore, by defining standards for what a developed, integrated system ought to resemble, this theoretical model aids in the study's overarching goal of assessing how well e-government enhances service delivery. It makes it possible for the study to go beyond the straightforward question of whether digital platforms exist to a more thorough assessment of how deeply ingrained these platforms are in administrative procedures and whether or not they result in better experiences for citizens. This technique aids in clearly and quantitatively capturing both growth and stagnation in rural areas like Kafue, where digital transformation is frequently sluggish.

Finally, the analysis is strengthened by Layne and Lee's model, which offers a framework for evaluating Kafue e-government initiatives. It makes recommendations that are both realistic and in line with global norms of digital governance maturity by facilitating an organized assessment of functionality, integration, and user effect.

2.5 Conceptual Framework

Based on the theoretical and empirical literature review, the following Conceptual Framework (Figure 1) was adopted by the study.

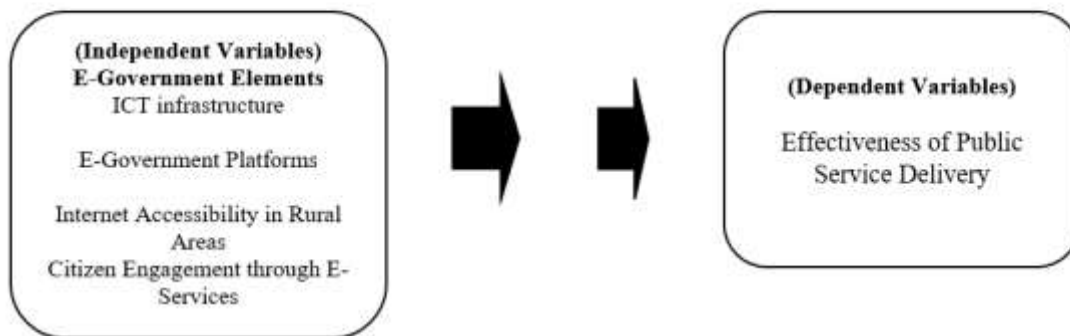


Figure 1: Conceptual Framework

Source: Author's Construct (2025)

2.6 Relationship of key independent variables to dependent variable

ICT Infrastructure

Information and Communication Technology (ICT) infrastructure forms the backbone of any e-government initiative and is essential for effective public service delivery. Adequate ICT, the lack of reliable ICT tools often results in delays and inefficiencies, limiting the potential of digital governance.

E-Government Platforms

E-government platforms such as online portals, mobile applications, and digital service kiosks enable citizens to access public services remotely, thereby reducing the need for physical visits to

connectivity remains a significant barrier. This digital divide undermines citizens' ability to benefit from e-, public service delivery remains urban-biased, further entrenching inequalities. Bridging this gap is critical for ensuring that all citizens, regardless of location, can participate in and benefit from digital public services.

Citizen Engagement through E-Services

Effective public service delivery hinges on active citizen participation and feedback, which e-services can facilitate. E-services that allow citizens to lodge complaints, give feedback, request information, or track the progress of their applications enhance transparency and responsiveness. These engagement tools empower citizens and create a feedback loop that helps improve service quality. According to Heeks & Bailur (2023), meaningful digital engagement promotes accountability and trust in government. In rural contexts, fostering citizen engagement through accessible e-services can build local capacity, increase awareness of rights, and ensure that services are responsive to community needs.

Gaps in Literature

Although numerous studies have examined e-government readiness and implementation in developing countries, including Zambia, there is still limited research evaluating the actual effectiveness of these initiatives in enhancing public service delivery in rural districts. Much of the existing literature, such as the works of Bwalya and Mulundano (2023) and Chilembo (2021), focuses primarily on infrastructure readiness, coordination challenges, and urban-based councils, leaving rural and peri urban local authorities like Kafue District Council underexplored. Moreover, few studies have assessed the outcomes from the citizens' perspective, particularly in terms of their experiences with public services after the adoption of digital platforms. This gap highlights the need for a contextual and outcome-oriented study that investigates how e-government initiatives are influencing service delivery at the grassroots level.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Introduction

This chapter presents the methodology that was adopted to assess the effectiveness of e-government initiatives in improving public service delivery in Kafue District, Zambia. It outlines the research approach, design, study population, sample size, sampling methods, data collection and analysis instruments, and the procedures that was followed. The chapter also discusses issues of validity, reliability, and ethical considerations to ensure the integrity and credibility of the study.

3.2 Research Approach

This study adopted a mixed-methods approach, integrating both quantitative and qualitative research strategies. This approach was selected to provide a comprehensive understanding of the subject matter by capturing statistical trends while also exploring the lived experiences and perceptions of stakeholders regarding e-government services (Creswell & Plano Clark, 2018). The combination of these methods allowed for triangulation, which enhanced the depth and reliability of the findings.

3.3 Research Design

The study employed a descriptive case study design. This design was suitable for in-depth exploration of how e-government initiatives are implemented and their impact on public service delivery faced in rural settings while maintaining focus on a single bounded system (Yin, 2018).

3.4 Study Population

The Kafue District Council's ICT and service delivery department employees, a few local government representatives at Council, and some community members who use e-government platforms were the study's target demographic. Because it includes both e-government service suppliers and recipients, the population is estimated to be 480.

3.5 Sample Size

The research used a sample size of one hundred (100) people, considering those in ICT, service provision, council representatives and some community members. Applying the Yamane's formula: $n = N/(1+N(e)^2)$, where n is the desired sample size, N is the total population (480) and e is the margin of error tolerance of 9%. The sample size was $n=N/(1+N(e)^2) = 480/(1+480(9\%)^2) = 480/(1+3.9) = 480/4.9 = 98 \approx 100$. This was adequate to achieve statistical significance and gain qualitative insights (Cohen et al., 2018).

3.6 Sampling Techniques

The study used a purposive sampling technique to select key informants and council employees with direct knowledge of e-government initiatives. For community members, stratified random sampling was applied to ensure inclusion across gender, age, and settlement areas. This blend enhanced representativeness and relevance of the data collected (Etikan, Musa, & Alkassim, 2016)

3.7 Data Collection/Instruments

Two main instruments were used:

- **Structured Questionnaires:** These were administered to council staff and community members to gather quantitative data on usage, and satisfaction with e-government services.
- **Semi-structured Interviews:** Were conducted with key informants to gather qualitative insights on implementation challenges, opportunities, and perceptions of effectiveness.

Both tools were developed in alignment with previous research on e-government (Almarabeh & AbuAli, 2022) and adapted to suit the Zambian context.

3.8 Data Analysis

Descriptive Analysis:

Descriptive analysis was applied to the quantitative data collected. Descriptive analysis refers to the process of using statistical techniques to organize, summarize, and present data in a meaningful way (IBM Corp, 2019). It involves measures such as frequencies, percentages, means, and standard deviations, which help in identifying patterns and trends in data. This method is appropriate for the study as it allows the researcher to draw clear and intelligible conclusions from raw data without making unwarranted interpretations. Furthermore, it helped evaluate the level of usage of e-government services and assess their perceived impact on efficiency. The analysis was conducted using the Statistical Package for Social Sciences (SPSS) version 20, chosen for its

reliability, accuracy, and efficiency in handling large datasets. SPSS also provides robust tools for data screening and cleaning, ensuring that the results obtained are valid and accurate.

Thematic Analysis:

For qualitative data, thematic analysis was employed. Thematic analysis is a method of identifying, analyzing, and reporting recurring patterns (themes) within qualitative data (Braun & Clarke responses into common themes, thematic analysis will help address the study's objective of identifying challenges hindering effective implementation in Kafue District.

3.9 Validity and reliability

To verify the validity of the research instrument a measure of how well an instrument captures what it is supposed to capture it was pre-tested in a similar rural setting. To improve clarity, cultural appropriateness, and respondent comprehension, pre-testing assisted in fine-tuning the items' wording, structure, and order. This procedure made sure the questions were clear and appropriate for the research setting.

The researcher consulted subject-matter experts in ICT and public administration and aligned all items with the study objectives to strengthen content validity, which is the degree to which the instrument adequately represents all aspects of the concept under investigation. The accuracy and comprehensiveness of the content were justified by their expert input, which made sure the instrument captured all pertinent aspects of the constructs under study.

Through expert and supervisory review, reliability which is defined as an instrument's stability or consistency in generating comparable results under consistent conditions was guaranteed. The questionnaire was reviewed for internal consistency, clarity, and logical flow by the supervisor and knowledgeable experts. Their suggestions helped to improve the tool so that it would produce reliable and consistent results.

3.10 Ethical Considerations

The study closely followed the rules of ethical research. The Unilus ethical board provided ethical clearance prior to data collection. The goal of the study was explained to the participants, and their informed consent was requested. Participants were granted the ability to withdraw at any time without facing any repercussions, and anonymity and confidentiality was ensured. Care was taken

while handling sensitive data, and all information was safely maintained in compliance with data protection regulations (Resnik, 2020).

CHAPTER FOUR

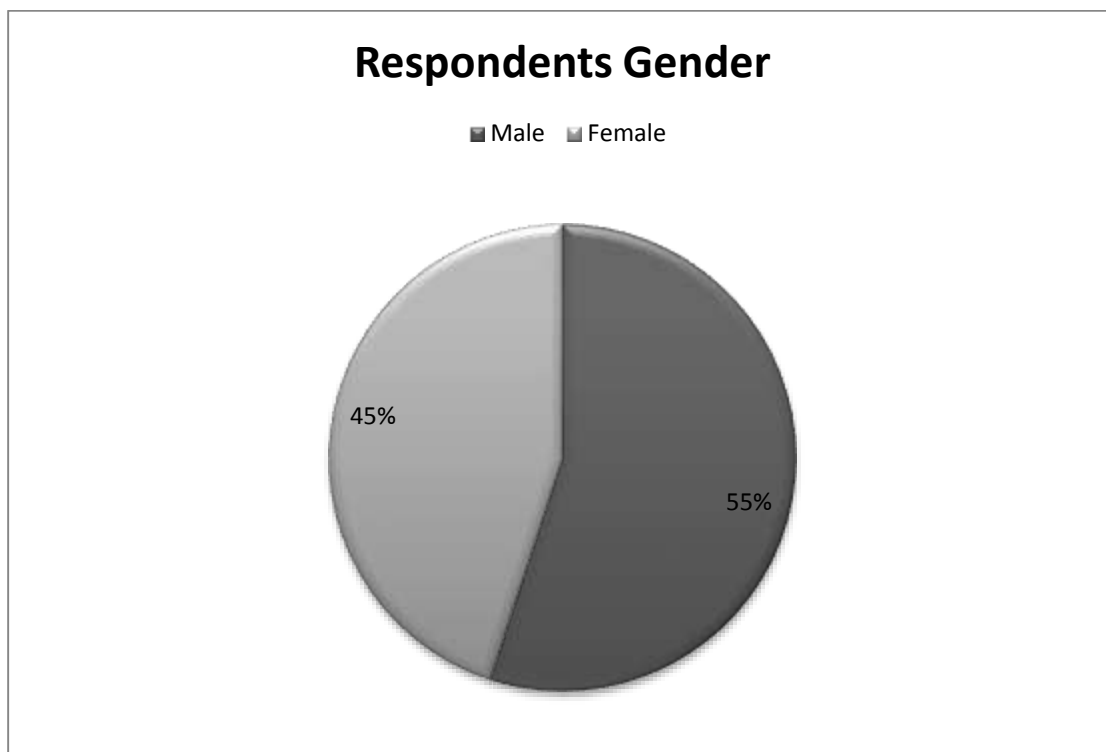
DATA PRESENTATION AND ANALYSIS OF THE FINDINGS

4.0 Introduction

This chapter presents the analysis of the findings in line with the research objectives using data collected using questionnaires. This aimed at assessing the effectiveness of e-government initiatives in improving public service delivery in peri-urban districts: A Case study of Kafue town Council.

Interpretation of Data

Figure 4.1 Distribution indicating respondents' gender



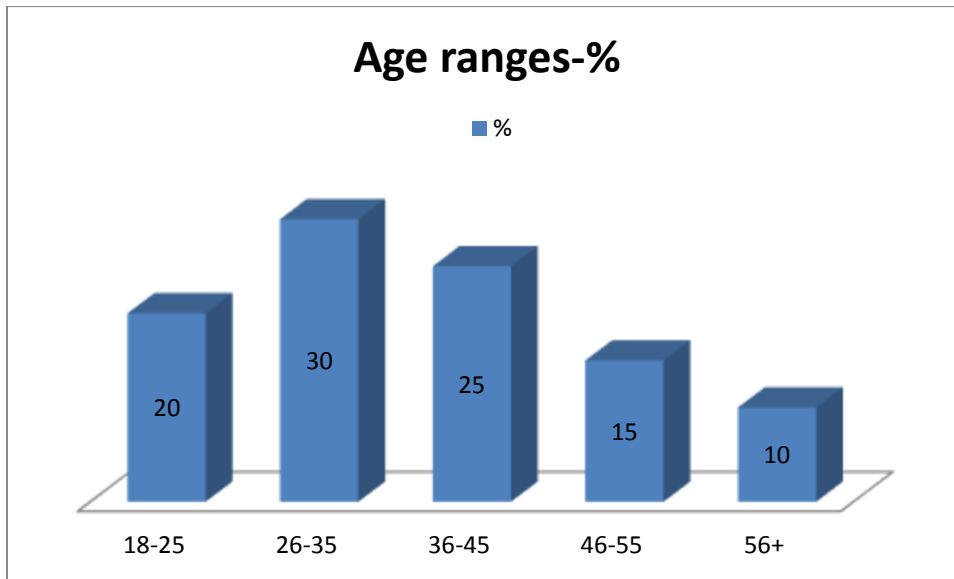
Source: Researcher, 2025

Figure 4.1 show that the gender distribution of respondents shows that 55% were male and 45% were female. This finding indicates a relatively balanced representation between the two genders, with a slight male dominance in participation. Such balance is valuable in research because it

ensures that perspectives from both men and women are considered, thereby minimizing gender bias in the results. A more balanced sample allows for a comprehensive understanding of how different gender groups perceive and interact with the subject under study in this case, e-government services.

The slight difference, with more men than women participating, may reflect underlying societal and technological factors. In many developing contexts, men tend to have greater access to digital tools and internet connectivity compared to women, which can influence their higher level of engagement in online surveys or digital service usage. Studies such as Alryalat et al. (2023) have highlighted that gender gaps in digital literacy and technology adoption persist, often leading to differences in how men and women access and use e-government platforms. Including both perspectives ensures that any recommendations made from the findings are inclusive, equitable, and responsive to the needs of both genders.

Figure 4.2 Respondents' age ranges



Source: Researcher,2025

Figure 4.2 shows that the majority of respondents were within the 26-35 years (30%) and 36-45 years (25%) age groups, together accounting for 55% of the sample. This indicates that the study mainly engaged individuals who are typically mature and actively involved in community, economic, or administrative activities within Kafue District. Such respondents are more likely to have regular interactions with public institutions, making them well-positioned to provide informed insights on the usage of e-government services in the study area.

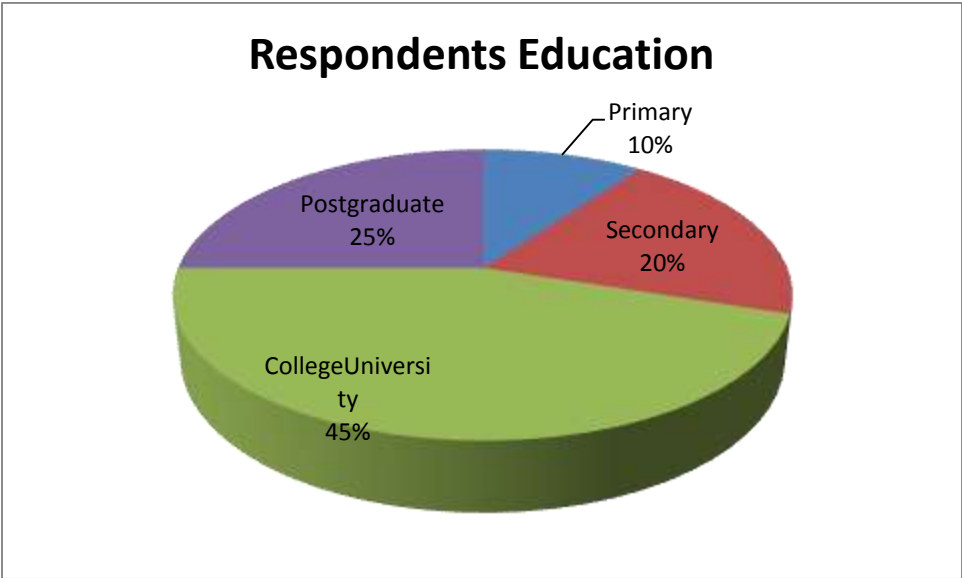
Respondents aged 18-25 years constituted 20% of the sample, showing that the study also captured views from younger individuals who are generally familiar with digital technologies. Their inclusion is important as it reflects how younger residents in Kafue perceive and engage with e-government platforms.

The 46-55 years age group represented 15% of respondents, while those aged 56 years and above accounted for 10%. Although smaller in proportion, these groups still contribute meaningful perspectives, particularly on barriers faced by older adults in accessing digital public services.

Overall, the age distribution demonstrates that the study captured responses from a broad range of age groups. Importantly, the predominance of mature respondents suggests that the results are

based largely on individuals with sufficient life experience and exposure to public services, supporting the reliability of their views on e-government usage in the Kafue area.

Figure 4.3 Respondents' education level



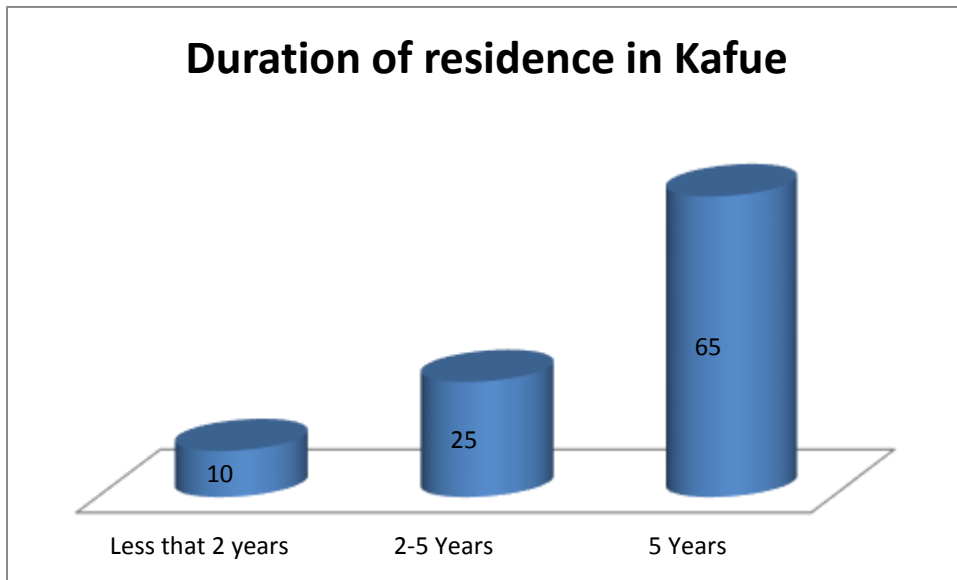
Source: Researcher,2025

Figure 4.3 reveals that the distribution of respondents' education levels shows that the majority had attained college or university education (45%), followed by postgraduate qualifications (25%). This indicates that more than two-thirds of the participants had advanced levels of education, suggesting that the survey primarily engaged individuals who are well-educated and likely to have high levels of digital literacy. Such educational attainment is significant because it often

(Alryalat et al., 2023). The inclusion of these respondents ensures that the study captures a diversity of perspectives, highlighting both opportunities and barriers in the adoption of e-government systems.

Overall, the findings suggest that the survey benefited from strong representation of educated individuals

Figure 4.4 Duration of residence in Kafue



Source: Researcher,2025

Figure 4.4 indicates that a majority (60%) have lived in Kafue for over 5 years, suggesting strong familiarity with the district's governance and services. This strengthens the reliability of their opinions on service delivery.

Table 4.1 Respondents Gender Distribution

Gender	Number	Percentage
Male	58	58%
Female	42	42%
Total	100	100%

Source: Researcher, 2025

Table 4.1 shows that the gender distribution indicates a fair balance, though slightly more males (58%) participated compared to females (42%). This balance demonstrates that perspectives from both genders were adequately represented in the survey. Engaging both males and females was particularly important because it ensured inclusivity and minimized the risk of gender bias in the findings. Men and women often have different experiences, roles, and expectations in the workplace and in society, which may shape how they perceive challenges, opportunities, and solutions. By capturing insights from both genders, the study reflects a more comprehensive and realistic understanding of the issues under investigation.

Furthermore, considering both genders in the analysis strengthens the validity and reliability of the results, as it acknowledges the diversity of voices within the population. It also aligns with principles of equity and fairness, ensuring that decisions or recommendations derived from the study are responsive to the needs of all stakeholders rather than being skewed toward the experiences of one gender. This inclusivity makes the findings more practical, applicable, and sustainable for organizational or policy interventions.

Table 4.2 Occupation of respondents

Occupation	Number	Percentage
Student	15	15%
Civil Servant	25	25%
Private Sector Employee	30	30%
Business Owner	20	20%
Other	10	10%
Total	100	100%

Source: Researcher, 2025

Table 4.2 shows that the largest proportion of respondents were private sector employees (30%), followed by civil servants (25%) and business owners (20%). This distribution indicates that the study primarily reflects the views of individuals employed in the private sector within Kafue District. Since these groups regularly engage with various administrative and service processes, their participation provides relevant insights into how different occupational categories interact with and experience e-government services in the study area.

The presence of civil servants and business owners further strengthens the dataset by incorporating perspectives from those involved in public administration and local economic activities. Overall, the occupational distribution demonstrates that the study captured input from key groups who are likely to encounter e-government platforms in their day-to-day activities, making their responses valuable for understanding usage patterns and challenges in Kafue District.

Table 4.3 Understanding of e-Government

Response	Number	Percentage
Yes	70	70%
No	30	30%
Total	100	100%

Source: Researcher,2025

Table 4.3 shows that a significant majority of respondents (70%) indicated that they understood what e-government services are, while 30% still lacked awareness. This finding is particularly important because it highlights both progress and existing gaps in public knowledge regarding digital government initiatives. The fact that a majority of respondents demonstrated awareness

as it helps policymakers and practitioners design interventions that are evidence-based. For example, sensitization programs can be tailored to reach the uninformed segments of society through community outreach, simplified information campaigns, or digital literacy initiatives. Furthermore, the finding underscores the importance of not only rolling out e-government services but also ensuring that citizens are empowered with the knowledge and skills to use them effectively.

Ultimately, the insight gained from this distribution strengthens the study by showing where efforts should be concentrated to achieve wider adoption, inclusivity, and sustainability of e-government services.

Table 4.4 Frequency of Use

Frequency of Use	Number	Percentage
Very Often	15	15%
Often	25	25%
Sometimes	30	30%
Rarely	20	20%
Never	10	10%
Total	100	100%

Source: Researcher,2025

Table 4.4 indicates that about 40% of respondents (Very Often + Often) indicated that they use e-government services regularly, while 30% reported using them sometimes. However, another 30% revealed that they rarely or never use such services, highlighting an uneven pattern of adoption among the surveyed population.

This finding is important for research because it underscores the varying levels of engagement with e-government platforms within the community. The fact that a significant portion of respondents make frequent use of these services suggests that digital platforms are becoming increasingly relevant, accessible, and useful to a large group of citizens. At the same time, the presence of a substantial number who either use them occasionally or not at all reflects persistent barriers such as limited digital literacy, lack of awareness, infrastructure challenges such as internet connectivity and device availability, or possible mistrust in online systems.

Recognizing this uneven adoption is critical in research because it helps identify gaps and inequalities in access to public services. Understanding who is excluded and why provides valuable insights for policymakers and service providers to design targeted interventions that promote digital inclusivity. For example, research can inform strategies for awareness campaigns, training programs, or infrastructure investments aimed at increasing adoption among underrepresented groups.

Furthermore, analyzing the differences in frequency of use contributes to assessing the effectiveness and impact of e-government initiatives. If large segments of the population are not engaging with these platforms, it may limit the government's ability to achieve efficiency,

transparency, and citizen-centered service delivery key goals of digital governance. Therefore, documenting and explaining these usage patterns is not only descriptive but also instrumental in guiding evidence-based decision-making and enhancing the sustainability of e-government programs.

Table 4.5 Types of Services Accessed

Type of Service	Number	Percentage
Information Services	35	35%
Application Services	20	20%
Payment Services	25	25%
Complaint/Feedback	10	10%
Other	10	10%
Total	100	100%

Source: Researcher,2025

Table 4.5 reveals that information services (35%) emerged as the most accessed category, indicating that a significant proportion of respondents primarily relied on the platform for obtaining knowledge, guidance, or updates relevant to their needs. This trend suggests that the platform has been successful in positioning itself as a reliable source of information, which is often the first step toward engaging citizens with digital services. Following this, payment services (25%) were the second most accessed, highlighting that a considerable number of respondents are beginning to embrace transactional functions, reflecting growing trust in digital platforms for financial interactions.

By contrast, complaint platforms were the least used (10%). This relatively low usage may point to limited trust in grievance redress mechanisms, inadequate awareness about the existence of such services, or perceptions that complaints are not acted upon effectively. These findings are particularly important for research because they uncover not only patterns of service utilization but also potential gaps in system design and citizen engagement.

Understanding which services are accessed more frequently, and which are underutilized, is critical for policymakers, service providers, and researchers. It helps identify areas where interventions are needed whether through awareness campaigns, improving the credibility and responsiveness of complaint-handling mechanisms, or expanding the scope of payment and information services. Moreover, these insights shed light on user confidence, inclusivity, and service effectiveness, which are vital indicators in assessing the success and sustainability of digital platforms.

In the context of research, this analysis was important because it ensured that the study went beyond surface-level usage statistics to explore underlying behavioral patterns, trust issues, and accessibility challenges. This, in turn, provides evidence-based insights that can guide improvements in service delivery, policy formulation, and future innovations in digital governance systems.

Table 4.6 Motivations for Use

Motivation	Number	Percentage
Convenience	30	30%
Cost Savings	15	15%
Time Efficiency	35	35%
Transparency	10	10%
Peer Influence	10	10%
Total	100	100%

Source: Researcher,2025

Table 4.6 shows the full distribution of motivations for using e-government services, with all categories cumulatively accounting for 100% of respondents. Time efficiency emerged as the leading motivator, cited by 35% of participants. This indicates that a significant portion of users value e-government services for their ability to reduce queues, shorten processing times, and simplify procedures that traditionally required in-person visits. Convenience was the second most common motivation at 30%, suggesting that many users appreciate the flexibility of accessing services from any location within Kafue District.

Cost savings were identified by 15% of respondents, showing that while financial benefits are relevant, they are not the primary drivers of adoption. Transparency and peer influence each accounted for 10%, representing respondents who value clear, traceable processes or who were encouraged by others to use digital platforms.

Together, these findings demonstrate that respondents are motivated by a combination of practical and social factors, with time-saving and convenience collectively representing 65% of all motivations. This pattern suggests that users in Kafue are particularly drawn to attributes that improve the efficiency of their interactions with government services. For the study, this highlights the importance of strengthening system performance, simplifying user interfaces, and ensuring reliable access, as these elements align most closely with the motivations expressed by the majority of respondents.

4.9 Qualitative analysis

4.9.1 Understanding of E-Government Services

The majority of employees indicated that they understood what is meant by e-government services, with their elaborations emphasizing the delivery of government services through online and digital platforms. Respondents described e-government as “government services provided online through digital platforms to make access faster and easier” and as “electronic ways of accessing government information, applications, and services.” They further highlighted that the use of ICT tools such as websites and mobile applications allows citizens to interact more efficiently with government institutions. These findings align with the definition provided by the United Nations (2022), which views e-government as the use of digital technologies to enhance access to and delivery of government services, foster efficiency, and promote citizen participation. The employees’ responses therefore demonstrate a clear awareness of the purpose and role of e-government in improving service delivery.

4.9.2 Frequently Used E-Government Services

In terms of specific services, employees reported frequent use of platforms for online payment of council rates and fees, applications for business licenses and permits, and accessing birth and death registration services. Some respondents also noted usage of services related to renewal of national identity documents and driver’s licenses. These services reflect the core functions of government that require regular citizen interaction. Recent research by Twizeyimana and Andersson (2019) emphasizes that e-government services are most effective when they address high-demand transactions such as licensing, identity management, and bill payments, as these directly influence citizen satisfaction and adoption.

4.9.3 Experiences with E-Government Platforms

In interviews when asked about their overall experiences with e-government platforms in Kafue District, respondents expressed positive views on convenience and time-saving benefits compared to physical visits to government offices. However, some reported challenges such as slow service delivery due to poor internet connectivity, while others observed that although the platforms are

easy to use, certain community members require digital skills training to engage effectively. These mixed experiences reflect broader challenges faced in developing contexts. According to Alryalat et al. (2023), inadequate infrastructure and limited digital literacy remain among the biggest barriers to effective e-government adoption in sub-Saharan Africa. Thus, while employees acknowledged the benefits, they also recognized persistent obstacles that need attention.

4.9.4 Factors Influencing Use or Avoidance

Respondents identified several factors influencing their decision to either use or avoid e-government services. These included the availability of internet and reliable connectivity, digital literacy levels, and trust in the security and privacy of the platforms. Trust issues, particularly around data protection, are consistent with global findings. For example, recent studies highlight that citizens' willingness to use digital government platforms is strongly tied to perceptions of privacy, security, and system reliability (Maroufkhani et al., 2022). This underscores the importance of building secure, user-friendly platforms supported by robust ICT infrastructure.

4.9.5 Strategies to Increase Awareness and Usage

Employees further suggested practical strategies to increase awareness and usage of e-government services among residents of Kafue District. These included community sensitization meetings and workshops, radio and social media campaigns, digital literacy training programs, and

The first objective of the study aimed at evaluating the level of usage of e-government services among residents in Kafue District, and the study findings on this revealed moderate but uneven adoption. The results showed that 70% of respondents understood e-government services, while 30% lacked awareness, indicating a significant knowledge gap. Furthermore, 40% of respondents frequently used e-government services, 30% used them sometimes, while the remaining 30% rarely or never used them. This pattern demonstrates that although a substantial proportion of residents engage with online government services, usage remains unequal due to limited awareness, digital skills, and infrastructural challenges.

These findings are supported by Kumar and Prakash (2021), who stated that usage of e-government services in developing countries is often hindered by digital literacy gaps and inconsistent internet connectivity, particularly in rural and semi-urban areas. Similarly, the UN E-Government Survey

(2022) observed that usage levels tend to be higher where platforms are "user-friendly, trusted, and accessible," while areas with infrastructural limitations experience lower adoption. This aligns with the situation in Kafue District, where awareness and connectivity issues continue to restrict full participation.

The types of services accessed further illustrate usage patterns. The study found that information services were the most accessed, followed by payment and application services, while complaint/feedback systems accounted for only 10%. This suggests that residents primarily use e-government platforms for information retrieval rather than interactive or transactional services. This is consistent with global trends described by the United Nations E-Government Survey, which notes that early stages of e-government adoption are often dominated by informational use before citizens fully transition to transactional engagement.

By and large, the findings confirm that while e-government usage in Kafue District is progressing, it remains unequally distributed, reinforcing the need for digital literacy programs and improved ICT access.

Objective 2: To examine the effects of e-government initiatives on the efficiency of public service delivery at Kafue District Council

The second objective of the study aimed at examining the effects of e-government initiatives on the efficiency of public service delivery, and the study findings on this showed that e-government has positively influenced service efficiency, particularly through improved accessibility, shorter processing times, and simplified procedures. Respondents acknowledged that online platforms enabled easier access to information, quicker payments, and faster application processes for licenses and registration services. The motivations for adoption-dominated by time efficiency (35%) and convenience (30%)-further highlight that residents perceive e-government as a tool that significantly reduces waiting times and enhances the overall user experience.

These findings are supported by OECD (2022), which emphasized that e-government improves public service delivery by reducing bureaucratic delays, increasing transparency, and streamlining administrative procedures. Additionally, evidence from Singapore and South Korea, as reported by the OECD, demonstrates that digital systems lead to quicker response times and improved

citizen satisfaction, similar to perceptions among respondents in Kafue. Further support comes from World Bank (2023), which noted that digital platforms expand service accessibility in rural and remote areas, reducing the physical and financial burden on citizens.

The findings also align with Bwalya & Mutula (2016), who argued that e-government enhances service delivery in rural settings by decentralizing services and overcoming geographic barriers. The study's qualitative insights confirm this, with respondents acknowledging noticeable improvements in convenience and service speed.

Therefore, e-government initiatives at Kafue District Council have enhanced efficiency, consistent with global literature that links e-government to improved service accessibility, reduced transaction times, and greater citizen satisfaction.

Objective 3: To identify the challenges hindering effective implementation of e-government services in Kafue District

The third objective of the study aimed at identifying the challenges hindering effective implementation of e-government services, and the study findings on this revealed several obstacles. Respondents cited unreliable internet connectivity, limited digital literacy among certain groups, low awareness levels, delays in online processes, and trust and privacy concerns as major impediments. Additionally, only a small proportion of respondents used complaint and feedback services, indicating limited engagement with interactive digital features.

These challenges are strongly supported by literature. Chaudhary & Singh (2020) noted that limited digital literacy and inadequate ICT skills among rural populations hinder the utilization of e-government services. Similarly, OECD (2022) highlighted that infrastructure limitations, insufficient institutional capacity, and concerns about cybersecurity remain major barriers to effective digital transformation. The study's findings also reflect challenges documented in Nigeria and India, where poor internet connectivity and lack of user skills significantly restrict digital engagement.

Furthermore, the UN E-Government Survey stresses that without reliable infrastructure and robust data protection frameworks, citizens may lack confidence in digital systems, leading to low adoption rates mirroring the findings in Kafue District.

Overall, the study confirms that successful implementation of e-government in Kafue District is challenged by a combination of technical, institutional, and socio-cultural barriers, consistent with global empirical and non-empirical literature.

CHAPTER FIVE

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This chapter presents the summary of the key findings, conclusions, and recommendations derived from the study on the use and understanding of e-government services among employees in Kafue District. The study sought to examine the level of awareness, frequency of use, types of services accessed, motivations for usage, and challenges associated with e-government adoption. Data were collected from 100 respondents using structured questionnaires and qualitative interviews. The chapter concludes by outlining practical recommendations for policymakers, government agencies, and researchers, as well as suggestions for future studies.

5.2 Summary of the Findings

Understanding of E-Government Services

The findings revealed that a majority of respondents (70%) had a clear understanding of e-government services, while 30% lacked awareness. Most respondents described e-government as the delivery of government services through online and digital platforms that enhance convenience, transparency, and efficiency. The qualitative data confirmed that employees recognized e-government as a way of simplifying access to information and services through ICT tools such as websites and mobile applications. Despite the general awareness, the 30% who lacked understanding indicated a need for continuous sensitization and digital literacy programs to bridge the knowledge gap. This shows that while progress has been made in public awareness, inclusivity remains a challenge.

Frequency of Use of E-Government Services

The results showed that 40% of respondents used e-government services frequently, 30% sometimes, and another 30% rarely or never used them. This pattern highlights uneven adoption across the population. While a good proportion actively engage with digital platforms, a significant number still lag behind due to limited awareness, digital skills, or infrastructural challenges such as poor internet connectivity. The data imply that although digital services are gaining traction,

more effort is required to achieve equitable access and participation. Strengthening digital infrastructure and promoting user confidence could significantly increase usage rates.

Types of Services Accessed

Results also indicated that information services were the most accessed, followed by payment services and application services. Complaint and feedback services, along with other unspecified services, accounted for only 10% each. The dominance of information-based usage shows that citizens

savings, transparency, and peer influence. These findings highlight that citizens are primarily motivated by practical benefits speed, accessibility, and convenience rather than secondary values such as

inequalities within the community. The research also concluded that citizens are primarily motivated by convenience and time efficiency, demonstrating that e-government is valued for its ability to simplify daily administrative processes. Nonetheless, issues such as limited digital literacy, poor connectivity, and low utilization of complaint platforms hinder full-scale adoption. Overall, e-government has positively influenced public service delivery by improving accessibility and reducing transaction time. Yet, for it to achieve inclusivity and sustainability, the government must strengthen awareness initiatives, invest in ICT infrastructure, and build public trust in digital systems.

5.4 Recommendations

Based on the findings and conclusions, the following recommendations are made:

1. Strengthen Data Security and Trust Mechanisms

The ICT Department should implement updated cybersecurity tools, enforce data protection protocols, and publish quarterly transparency reports on how citizens' information is handled. This will build public trust and ensure compliance with national ICT policies.

2. Expand and Improve E-Government Services

Management should upgrade the e-government platform to include fully functional feedback and complaint modules, ensuring that all user submissions are acknowledged within 48 hours and resolved within 7-14 days.

3. Build Capacity for Public Servants

The HR Department, in collaboration with the Ministry of Local Government, should conduct biannual training sessions on digital governance, customer service, and system navigation for all frontline staff to improve service delivery efficiency.

4. Monitor and Evaluate System Performance

The M&E unit should conduct quarterly assessments of system uptime, user traffic, service turnaround time, and user satisfaction. Reports should be submitted to Council leadership and used to guide system upgrades.

5. Conduct Community Sensitization and Digital Literacy Campaigns

The PR Office, working with the Ministry of Technology, should run biannual awareness campaigns through community meetings, radio programs, and social media to educate residents about available services and how to access them.

5.5 Recommendations for Future Study

Future research should examine citizen trust and data security concerns in e-government systems to better understand factors influencing sustained adoption and a comparative study between urban and rural communities could provide insights into how infrastructure and literacy levels affect e-government usage.

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Appendix



UNIVERSITY OF LUSAKA

Dear respondent,

I am a student pursuing Bachelor of Science in Public Administration at the University of Lusaka, conducting a research based on the topic **Assessing the effectiveness of e-government initiatives in improving public service delivery in peri-urban districts: A Case study of Kafue town Council**

The respondent's identity will not be revealed; the data will only be utilized for scholarly reasons. I humbly ask that you answer the following questions honestly and impartially. I sincerely appreciate your participation.

Kakompe Mwangala Mangambwa

Student Number: BPA22217292