

Effects of total quality management implementation on electronic-government in county government of Kakamega

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.