CHALLENGES FACING THE GROWTH OF INTERNET SERVICES IN KANGEMA DIVISION MURANG'A DISTRICT, KEANYA

BY

KURIA MICHAEL WANYOIKE

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NOVEMBER 2008
DECLARATION

I declare that the material in this book has not been presented elsewhere for any academic qualification and any inconsistency am responsible.

SIGNED

........................................................

KURIA MICHAEL WANYOIKE

DATE: 2008.08.15
APPROVAL

This research report is submitted for examination with my approval as a University Supervisor.

Signed

[Signature]

Mr. Fred Ssemugenyi

[Signature]

18/08/2020
DEDICATION

This book is dedicated to my wife Joan, my daughters June and Joy and my colleague teachers at work place.

I would like to thank my supervisor Mr. Fred and all the other lecturers who assisted me in the time I have been undertaking the research. Thank you all and may the Lord’s name be praised.
ACKNOWLEDGEMENT

First of all I would like to thank Mr. Fred for guiding me through my proposal. I am also indebted to my friends and not forgetting the people who typed this work. May God bless you all.

To the respondents who returned the questionnaire thanks very much for your cooperation.
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ABSTRACT

Kenya ventured into the Internet Industry in 1994. The services offered then was only email. In late 1994 full internet services were established. The spread of the Internet was slow due to control by the Kenya Post and Telecommunication Corporations (KPTC). In 1998, KPTC liberalized the market for third party services and since then, the Internet has spread though not rapidly.

From the data collected, the earliest ISP started in the Kangema division in the year 2000 with very few e-mail clients. They used Fidonetz and first class client to access e-mail. It was noted that there were about eleven ISPs started in the year 2000 and they were in the initial stages of development. At the research, there were only five well established ISP'S with a client base of more than 5000 per year.

The number of Internet Service providers in Kangema division as by May 2007 was low of about 20 ISP’s with a total estimated clients number of about 500 people. However, by the end of 2007, 20 IPSs are estimated to be licensed according to Africa on line publication dated 20th July 2007.

The government was not keen on using the technology hence was not creating a supportive environment for the IPS’s to operate. 70% of these respondents said that the government was looking at the Internet technology with a lot of suspicion.
THE PROBLEM AND ITS SCOPE

INTRODUCTION

1.1. Background of the study
In the fifties and early sixties, prior to the widespread inter-networking that led to the Internet, most communication networks were limited by their nature to only allow communications between the stations on the network. Some networks had gateways or bridges between them, but these bridges were often limited or built specifically for a single use. One prevalent computer networking method was based on the central mainframe method, simply allowing its terminals to be connected via long leased lines. This method was used in the 1950s by Project RAND to support researchers such as Herbert Simon, in Pittsburgh, Pennsylvania, when collaborating across the continent with researchers in Santa Monica, California, on automated theorem proving and artificial intelligence.

While the information and communication technologies in particular the internet can contribute to economic growth and competitiveness, they also introduce new challenges for Kenya. Internet can promote sustainable development or significantly lower it depending on how it is used. It should be seen as a tool to transform data and information into useful knowledge that is consistent with development priorities. Currently, the information age, knowledge societies and the information economy pervade all aspects of everyday life. What has become the central feature of modern society globally is hardly felt in Kenya. Universally, there is a campaign aimed at making the internet available for everyone and ensuring equal access to the benefits derived from it.
Mombasa, Nakuru, and Kisumu. A total of 315 domains had been registered by May 2000 under the Kenya Top Level Domain (TLD).

Kenya’s telephone network has about 400,000 lines for almost 30 million people. The KPTC established a national and international digital leased line service KenStream. It also rolled out a VSAT network called KenSat for outlying areas, which is able to connect to the public switched network. KPTC also has a GSM (Global System for Mobile Communication) mobile service called Safaricom. A second cellular license to Kencell was issued and its operations were launched in August 2000.

The ISPs charge fixed rates for the various categories of the e-mail services plus additional fee for extra login hours. The charge for the extra hours varies based on the time of login. Fixed charges for dial-up full Internet accounts as at May 2000 for randomly selected ISPs.

1.2. Statement of the problem
The purpose of the study is to investigate factors challenging internet growth in Nginda location, Maragua district. From the researcher’s personal teaching experience, it has been found that internet growth is at a slow pace which has driven him to carry out the study.

1.3. Objectives
General: This study was to establish factors challenging internet growth in Nginda location, Maragua district, Kenya.
Specific: This study sought to

1. Determine the profile to respondents as to:
   1.1 Social demographic data
      1.1.1 Age
      1.1.2 Gender
      1.1.3 Academic level

2. Determine internet growth challenges
   2.1 Costs of internet connection.
   2.2 Regulations and internet policy.
   2.3 Duty and taxation on internet related equipment
   2.4 Customer awareness and training.
   2.5 The internet content

1.6 Research questions:
   1. What are the costs of internet connections in an area?
   2. What are the internet regulations and policy?
   3. Why are duties and taxes charged on internet related commodities?
   4. How well are internet customers aware of its usage?
   5. What are the contents of the internet?
CHAPTER TWO

REVIEW OF RELATED LITERATURE

2.1. According to Souter, David (1998), the cost of Internet connection is very high compared to other business ventures. He noted that people pay a lot of money for the bandwidth and there are still restrictions on the use of VSAT, which could have been a cheaper alternative. According to his study carried out in Brazil, 70% of people with internet business prospects it an expensive venture 30% said it was a challenge but not a very serious one. All the respondents said that full liberalization of the telecommunication industry was likely to make the situation better but costs should be revised.

2.2. About internet regulations and policy issues, Jensen Mike (2000). Agreed that this is a very critical challenge. He pointed out that within third world countries; there is no National Information and Communication Policy or plan. The governments are not keen on using the technology hence not creating a supportive environment for the ISP’s to operate. In countries like Cuba and some African countries, the government looks at the Internet technology with a lot of suspicion.

2.3. Duty and taxation on Internet communication related equipment. According to Souter, David (1998), in his study report carried out in Brazil, the duty and taxation on Internet communication related equipment 10% of the respondents said that it was a very critical challenge. Sam Partridge (2000), emphasized that taxation of these equipment should not be there at all because the information is useful
to all and somewhat a challenge. They all say that the government should reduce custom duty and VAT which make the connection too expensive. It is however advised that to encourage the spread of the technology, there should be zero taxation.

2.4. On the issue of customer awareness and training, Robin Mansell and Uta When (2001), the internet owners it as a very critical challenge. Most of the clients might not know the varied services that could be offered by the ISPs. They said that a lot of training was required for the customers to understand what exactly the Internet could do. It is considered to be somehow a challenge and further said that clients did not know what to expect form the ISP’s and incidentally even the staff in the ISPs were learning about the Internet.

2.5. On the internet content, it is a very critical challenge since some people consider the internet as a source of pornographic material and prohibited in some countries. Though people would want local useful information, which is current and reliable, children misuse their time on internet surfing unvaluable information. According to Report from African Development Forum (1999), unfortunately the misuse has caused restrictions by authorities though not well documented information mostly to Kenyans.

2.6. Sam, Partridge (2000) in his publication “Local Access Pricing and the International Digital Divide” noted that financial resources are a very critical challenge since high cost reduces the number of the entrants into the market. However it is good for them since the competition is manageable that way.
2.7. Muriuki Mureithi (1999) in the book “E-commerce: The trends, the status and the issues for Kenya” said that lack of cooperation among users was a very critical challenge to the growth of the internet. Due to lack of cooperation, the cost of the internet becomes slightly higher than it should and clients get more frustrated since getting information from one ISP to another was very slow. There is lack of roaming services from one ISP to the other. As a result, messages have to go through either Europe or USA before going to the ISP.

On the security concerns, Souter, David (1998), said that security was a very critical challenge to the growth of the internet. The reason as to why much business is not done via the Internet is because the security concerns are not yet adequately addressed. Souter David stressed that E-commerce and E-banking could only take roots if the security issues are well addressed. According to “opportunities and challenges in the Telecommunications industry”, 25% of the respondent considered it to be somehow a challenge while 5% did not consider it to be a challenge at all.

2.8. Poor technology has caused losses to few capable entrepreneurs and clients are charged highly. On the other hand, the clients after paying heavily experienced problems due to the poor telephone lines and exchanges. The data transmission rates are very low due to low bandwidth and congested lines. This increased the connection time to the ISP’s as well as inflated the telephone bills. To the clients, all this amounted to poor and unreliable services.
3.9. Theory

This study is based on the theory of Internet transition (Ben Segal), which states that internet provides a total integrated communications infrastructure to the community for the advancement of earth, space and life sciences which was adopted in the first RFC published on the TCP protocol (RFC 675: Internet Transmission Control Protocol, December 1974). It was around the time when ARPANET was interlinked with NSF Net that the term Internet came into more general use, with "an internet" meaning any network using TCP/IP. "The Internet" came to mean a global and large network using TCP/IP. Previously "internet" and "internet work" had been used interchangeably, and "internet protocol" had been used to refer to other networking systems such as Xerox Network Services.

As interest in wide spread networking grew and new applications for it arrived, the Internet's technologies spread throughout the rest of the world. TCP/IP's network-agnostic approach meant that it was easy to use any existing network infrastructure, such as the IPSS X.25 network, to carry Internet traffic. In 1984, University College London replaced its transatlantic satellite links with TCP/IP over IPSS. Many sites unable to link directly to the Internet started to create simple gateways to allow transfer of e-mail, at that time the most important application. Sites which only had intermittent connections used UUCP or FidoNet and relied on the gateways between these networks and the Internet. Some gateway services went beyond simple e-mail peering, such as allowing access to FTP sites via UUCP or e-mail.
The theory is related to the study in that it highlights the fact that the internet plays an important role in human development although it can have the ups and downs in both its establishment and the daily lives.
CHAPTER THREE
RESEARCH METHODOLOGY

3.1. Design
This study was a descriptive cross sectional survey. It was not possible to access all internet users, so the researcher obtained information from a representative sample of respondents of Nginda location in Maragua district. The research drew from both the qualitative and quantitative analysis approaches in order to get a bigger picture both in number and data.

3.2. Environment
This study was conducted from internet cafes, offices and capable homes that can afford the subscription.

3.3. Respondents
This study involved obtaining information from ISPs, internet cafes employees and clients.

3.4. Instruments of data collection
Questionnaires were used to extract information from ISPs, internet café employees and users. Open ended questionnaires were suitable for investigating deeper the subject matter.

3.5. Data collection procedure
A letter of introduction from the institute of continuing education was sent to facilitate in the data collection exercise. The letter was handed to the ISPs before Questionnaires were handed to them and clients. The data was collected, sorted and categorized after which it was analyzed. The conclusions and recommendations were made.
3.6. Statistical treatment of data

The frequency and percentage were used to determine the number of sample respondents used in the research process and the number that participated positively in contribution to the research.

Formula;

\[
\text{Percentage (\%)} = \frac{F}{\text{Total number of respondents}} \times 100
\]

Where \( F \) = number of respondents

Observed

Qualitative analysis; Data from questionnaires was standardized hence required categorization. Such data was presented in a descriptive form above used to discuss the results of quantitative data.
CHAPTER FOUR

DISCUSSION OF FINDINGS AND INTERPRETATION

4.1 PROFILE OF RESPONDENTS

Introduction

This chapter deals with presentation and analysis based on the hypotheses of the study as well as the discussion in the literature review.

4.4.1 Sex of Respondents

During the survey, 80 respondents were used and out of those, 50 male respondents (62.5%) were given the instruments since they were most users of the services, while 30 female respondents (37.5%) were given the instruments. This selection was aiming at fair gender coverage. Out of 80 instruments distributed, 44 were returned by males giving 55% while females returned only 12 which is 40% as illustrated by table 2 below.

Table 1: Distribution of the Respondents by Sex

<table>
<thead>
<tr>
<th>Sex</th>
<th>Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Males</td>
<td>44</td>
<td>79</td>
</tr>
<tr>
<td>Females</td>
<td>12</td>
<td>21</td>
</tr>
<tr>
<td>Total</td>
<td>56</td>
<td>100</td>
</tr>
</tbody>
</table>
4.1.3 Age of Respondents

According to information returned on the survey instruments from both stations, all respondents were aged between 25 and 49 years, out of which 25.0% were in the age group 25-29 years, 28.6% in the age group 30-34 years and the number systematically declined with advancement in age. This implies that many people join the police force while young but gradually leave in search for better jobs. The purpose of establishing the respondents age was to ascertain whether it influences the motivation level of police officers.

Table 5:  Age of Respondents

<table>
<thead>
<tr>
<th>Age group</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-24</td>
<td>20</td>
<td>25</td>
</tr>
<tr>
<td>25-29</td>
<td>30</td>
<td>37.5</td>
</tr>
<tr>
<td>30-34</td>
<td>20</td>
<td>25</td>
</tr>
<tr>
<td>35-39</td>
<td>5</td>
<td>6.25</td>
</tr>
<tr>
<td>40-44</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>45-49</td>
<td>1</td>
<td>1.25</td>
</tr>
<tr>
<td>Total</td>
<td>80</td>
<td>100</td>
</tr>
</tbody>
</table>
Table 6 shows how critical ISPs considered the various factors to be a challenge to the growth of internet in Kangema division.

<table>
<thead>
<tr>
<th>Factor</th>
<th>(% V critical)</th>
<th>% Some how critical</th>
<th>(% not critical)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of connection</td>
<td>90</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Regulating policy issues</td>
<td>85</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Duty/taxation</td>
<td>79</td>
<td>15</td>
<td>5</td>
</tr>
<tr>
<td>Customer awareness and training</td>
<td>68</td>
<td>30</td>
<td>2</td>
</tr>
<tr>
<td>Internet content</td>
<td>60</td>
<td>40</td>
<td>0</td>
</tr>
</tbody>
</table>
4.2.1 Internet Growth in Kenya division:

From the data collected, the earliest ISP started in the Kangema division in 2000 with very few e-mail clients. They used Fidonetz and First Class Clients to access e-mail. It was noted that there were about eleven ISPs started in the year 2000 and they were in the initial stages of development. At the time of the research, there were only five well established ISPs with client base of more than 5000 per year.
Table 5 shows the situation as from May 2000.

<table>
<thead>
<tr>
<th>IPS</th>
<th>2000</th>
<th>2001</th>
<th>2002</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa on line</td>
<td>20</td>
<td>30</td>
<td>35</td>
<td>34</td>
<td>29</td>
<td>42</td>
<td>60</td>
<td>120</td>
</tr>
<tr>
<td>Interconnect</td>
<td>30</td>
<td>20</td>
<td>20</td>
<td>30</td>
<td>39</td>
<td>73</td>
<td>80</td>
<td>135</td>
</tr>
<tr>
<td>Swift Global</td>
<td>15</td>
<td>18</td>
<td>22</td>
<td>29</td>
<td>26</td>
<td>80</td>
<td>133</td>
<td>168</td>
</tr>
<tr>
<td>Net 2000</td>
<td>31</td>
<td>23</td>
<td>26</td>
<td>32</td>
<td>67</td>
<td>92</td>
<td>104</td>
<td>200</td>
</tr>
<tr>
<td>Insight Kenya</td>
<td>26</td>
<td>31</td>
<td>27</td>
<td>33</td>
<td>89</td>
<td>76</td>
<td>98</td>
<td>136</td>
</tr>
<tr>
<td>Total number of clients</td>
<td>122</td>
<td>122</td>
<td>130</td>
<td>158</td>
<td>363</td>
<td>726</td>
<td>475</td>
<td>759</td>
</tr>
</tbody>
</table>

The table above shows how the clients’ numbers have grown from 2000 to 2007. The increase in the clients’ number is low due to the low levels of people’s awareness and high internet usage costs as they indicated in the questionnaires. The number of clients for the Internet has been changing at an increasing rate due to the latest levels of business which has been computerized.

Figure I shows a graphical representation of the clients’ growth curve from 2000 to 2007.
4.2.2 THE COST OF INTERNET

Statistics from the marketing and sales brochures from the various ISPs indicated that a lot of money was being spent on the internet connection and servicing. The total number of Internet Service Providers in Ng’ang’a location as by May 2007 was 20 and the total estimated clients was 500. However, by the end of 2007, 20 ISPs are estimated to be licensed according to Africa on line publication dated 20th July, 2007.

Table 6: Cost of full Internet dial-up for selected ISPs.

<table>
<thead>
<tr>
<th>ISP operating in the location</th>
<th>monthly payments exclusive of VAT in US dollars</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa on line</td>
<td>$143</td>
</tr>
<tr>
<td>Interconnect</td>
<td>$122</td>
</tr>
<tr>
<td>Swift Global</td>
<td>$118</td>
</tr>
<tr>
<td>Net 2000</td>
<td>$126</td>
</tr>
<tr>
<td>Insight Kenya</td>
<td>$100</td>
</tr>
</tbody>
</table>
The information gathered from both the ISPs and the clients showed that the use of Internet is very expensive. 60% of the ISPs' respondents said that the cost charged by Telkom Kenya was very high and the fact that use of VSAT was not allowed made the operations cost to be high. On monthly basis, 30% of the ISPs spend between US$2,000 and US$2,500 for the Bandwidth. 40% spend between US$2,500 and US$3,500 while 30% spends over US$3,500. The fact that there was only one provider of international data circuit made it worse since the charges were about three times higher than the charges in other countries.

From the clients' point of view, 80% responded that the cost of being connected was very high while 20% thought it was moderate. 70% of those who found the cost of connection to be very high were individual clients who were paying a range of between Ksh5,000 to Ksh9,000 for...
a single account. Corporate clients found the cost moderate since most had a domain registered hence they could create many e-mail accounts without additional cost.

For the financial resources, 80% of the respondents said that this was a very critical challenge since high cost was reducing the number of the entrants into the market. They however said it was good for them since the competition was manageable that way. 15% of the respondent saw it as a somewhat critical challenge while 5% did not see it as a challenge at all.

**Table 7 Response to costs**

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Challenge</td>
<td>65</td>
<td>80</td>
</tr>
<tr>
<td>Manageable</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>No challenge at all</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>

**4.2.3 INTERNET REGULATIONS AND POLICY**

About Internet regulations and policy issues, 80% of the respondents agreed that this was a very critical challenge. They pointed out that within the country; there was no National Information and Communication Policy or Plan. They said that the government was not Keen on using the technology hence was not creating a supportive environment for the ISP's to operate. 70% of these respondents said that the government was looking at the Internet technology with a lot of suspicion.
Table 8 ISPs response on regulations and policy of internet connection as a critical challenge

<table>
<thead>
<tr>
<th>Responses</th>
<th>Rate</th>
<th>High</th>
<th>Low</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated cost, time, and rate of success in establishing an ISP</td>
<td>- one year - 30000</td>
<td>50</td>
<td>25</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>- slow</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non discriminatory access to Internet service</td>
<td>Not available</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Waiting time for a telephone line</td>
<td>5 months</td>
<td>60</td>
<td>-</td>
<td>20</td>
</tr>
<tr>
<td>Cost for installation of a telephone line</td>
<td>2000 K shs</td>
<td>70</td>
<td>-</td>
<td>10</td>
</tr>
<tr>
<td>Waiting time for a leased line</td>
<td>6 months</td>
<td>80</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
4.2.4 DUTY AND TAXATION ON INTERNET COMMUNICATION RELATED EQUIPMENT

On the duty and taxation on Internet communication related equipment, 70% of the respondents said that it was a very critical challenge. They emphasized that taxation of these equipment should not be there at all. However, 10% said it was somewhat a challenge. They said that the government had reduced custom duty to about 5% though VAT is still there. They however said that to encourage the spread of the technology, there should be zero taxation. 20% of the respondents however did not see it as a critical challenge and they were comfortable with the taxation.

4.2.5 CUSTOMER AWARENESS AND TRAINING

On the issue of customer awareness and training, 80% of the clients considered it as a very critical challenge. They said that most of the clients did not know the varied services that could be offered by the ISPs. They said that a lot of training was required for the customers to understand what exactly the Internet could do. 15% considered this to be somehow a challenge and further said that clients did not know what to expect from the ISP's and incidentally even the staff in the ISPs were learning about the Internet.

Nevertheless, 5% of the respondents said that customers knew what to expect and the awareness level was increasing hence not a challenge anymore.
### Table 9 customer awareness and training

<table>
<thead>
<tr>
<th>Item</th>
<th>Agree</th>
<th>Disagree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers need training before usage</td>
<td>70</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>A lot of customers are aware of the services</td>
<td>30</td>
<td>50</td>
<td>0</td>
</tr>
<tr>
<td>Using the internet a critical challenge to many</td>
<td>20</td>
<td>60</td>
<td>-</td>
</tr>
<tr>
<td>Customers are trained fully</td>
<td>40</td>
<td>30</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>160</td>
<td>145</td>
<td>15</td>
</tr>
</tbody>
</table>

#### 4.2.6 INTERNET CONTENT

On the Internet content, 50% considered it to be a very critical challenge. The reason given for this was that people would want local useful information, which was current and reliable but it contained bad material not fit for children under the age of 18.

Unfortunately this was not the case because there was very little documented information about Kenya. They said that getting content to put in the web was a problem and most of the time they had to
CHAPTER FIVE
SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

1.1 SUMMARY OF FINDINGS:
5.1. The cost of the internet as noted in the findings and discussion is still high due to high taxes, installation and establishment.
According to respondents, high costs are a hindrance to people's wished to install the internet in their homes.
They think that it will be wastage of money to be charged highly and yet they won't benefit a lot when using it at home. Popularization the benefits of the internet among government departments may have long term benefits for sustainable development but an expensive venture since it won’t yield the tangible benefits one will notice.

5.1.2 Internet infrastructures Kagema Division, Muranga District, Kenya at large has been affected by the regulations and internet policies which do not favor its growth. The internet relies heavily on the telecommunication infrastructure of which current state has been hindered by high taxes and a delay in work load. Most of the subscribers are still using the analogue exchange whose quality of data exchange is very poor and yet the concerned organizations do not care and take long to answer the clients’ calls.
Lack of information and communication policy on information and communication Technology especially the Internet results to lack of
BIBLIOGRAPHY


2. FidoNet is a network, which exchanges mail and files via Moderns using a proprietary protocol. The exchange is through a series of gateway systems that interact with the internet via UUCP with cooperating UNIX based smart-hosts which act as their MX receivers.


11. Statistics from the marketing and sales brochures from the various ISPs
QUESTIONNAIRE

Dear respondents, the research is intended to discover the factors hindering internet growth in Kenya therefore your co-operation is highly appreciated as you answer the research questionnaires provided on this paper.
You are requested to tick where necessary and give opinions where needed.

SECTION ONE
Tick in the available box:
1. Your age group
15-20 □ 25-30 □
21-25 □ 30-above □

2. Gender
Male □ Female □

COST OF INTERNET
Dear respondents, you are requested to use numbers representing your opinions to the questions below:
1-Strongly agree
2-Agree
3-Disagree
3-Strongly disagree
1. Internet establishment costs are high
2. Internet usage costs are high
3. High monthly internet subscription costs
4. Costs are manageable by customers
5. Effects do not affect the business
6. Internet rates are high
7. Customers commenting on prices

8. What are the official necessities for establishing an internet business?

9. Who are your thorough customers?

REGULATIONS AND POLICIES

1. Are the regulation procedures good?
2. The government policies are good
3. Is the telecommunication department up to date?
4. The procedures used are effective
5. Are their difficulties concerning government management?

DUTIES AND TAXATION

1. Are the taxes levied on internet connection fair?
2. Are those levied on customers fair?
3. Heavy taxes reduce on internet users
4. ISPs charge highly customers to cover up the costs.
5. Do customers complain on high prices.

6. Differentiate between gender and age
   Gender
   Age

CUSTOMER AWARENESS
1. Do all your customers know how to use the internet and computers?
2. Do customers normally know the rates before or after coming to use the internet services?
3. Are there comments of high prices from your customers?
4. How long does it take to fulfill the requirements for using the internet?
5. According to your opinion, what are benefits and dangers of using the internet?
16. What difficulties are you incurring in the internet usage?

INTERNET CONTENT

1. The internet content is good for all age groups
2. Are the contents good
3. Are the contents classified?
4. Allowing kids to access the services is dangerous
5. Using the internet is challenging
CURRICULUM VITAE

NAME : KURIA MICHAEL WANYOIKE
SEX : MALE
AGE : 34 YEARS
NATIONALITY : KENYAN
OCCUPATION : TEACHER

EDUCATION BACKGROUND

<table>
<thead>
<tr>
<th>LEVEL</th>
<th>YEAR(S)</th>
<th>GRADE AWARDED</th>
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<tbody>
<tr>
<td>KAGUMO TTC</td>
<td>1997 – 2000</td>
<td>DIP. EDUCATION</td>
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TECHNICAL EXPERIENCE – 7 YEARS

RESEARCH EXPERIENCE - DIPLOMA LEVEL

TOPIC:

Attitude and chemistry performance in secondary schools