The Potential of Electronic Data Interchange at Huduma Center Acase of Nakuru County

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Introduction

Huduma Kenya is government initiative that was started in the year 2013 with the aim of transforming public services delivery by providing citizens access to various public services and information to Kenyan citizens. some of these services include; birth certificates**,** national identity cards**,** passports**,** registration of business names**,** and applications for marriage certificates**,** drivers' licenses**,** police abstracts.

Electronic data interchange is the transfer of business information between computer systems in different organization (without human intervention or with minimal human intervention) using widely agreed standards to structure the transaction or message data (Itoh,2005)
The main objective of this research is to examine the potential of electronic data interchange at huduma Kenya, what significance can it enhance on the services delivered at huduma center.

Discussion

Electronic data interchange continues to prove to be a vital technology for the growth of many organizations by lowering costs, improving speed, accuracy and business efficiency. In cost saving the electronic data interchange reduces expenses associated with paper, printing, reproduction, storage, filling, postage and document retrieval or all reduced or eliminate when one switch to EDI transactions and also errors due to illegible faxes, lost orders or incorrectly taken phone orders are eliminated, saving staff valuable time from handling data disputes. With speed Electronic data interchange can speed up business cycle by 61%. Exchange transactions in minutes instead of the days or weeks time of wait time, EDI also improves data quality, delivering at least a 30-40% reduction in transactions with errors-eliminating errors from illegible handwriting, lost faxes/mail and keying and re-keying errors. EDI enables real-time visibility into transactions status, this enables faster decision-making and improved responsiveness to changing customer and market demands, and allows businesses to adopt a demand-driven business model rather than a supply-driven one.

The problem

Huduma center an incentive that was started by the government in the year 2013, offer services that are meant to be offered by different government agencies or departments. In center and the consider government agency. Requests stored at electronic data interchange system at huduma center can also be accessed by consider government agency since they also have electronic data interchange system

Current Solution

The Government of Kenya has often provided poor services to the citizens as characterized by slow pace of delivery of diverse services, corruption in service provision, loss of critical files,
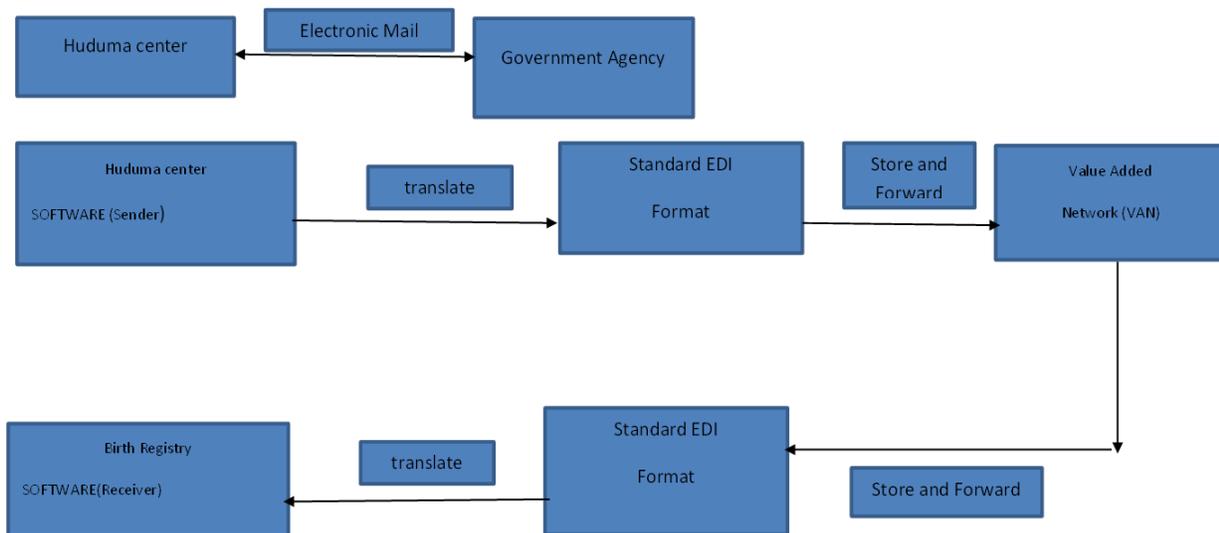
and bureaucratic nature of a centralized government service infrastructure amongst other challenges (Mwangi, 2015a). Huduma center has in one or another facilitate improvement the service delivery to Kenyan citizens as compared when these services are offered by the government agencies or departments but sometimes the inefficient of systems used at huduma center delays the service delivery for Kenyans like for example the use of electronic mail.

order for huduma center to offer this services, it will need to link with the various government agencies that has data required. But huduma center uses electronic mail as a means of linking with the government agencies for example replacement of national identity card that was stolen. Sometimes Electronic mail can take a lot of time for the consider government agency to respond that is why it normally takes two or more than two weeks to replace a stolen Identity card.

The proposed electronic data interchange system can reduce the delays at huduma center and also improve the accuracy of the service delivered since this kind of the system links huduma

Problem and proposed solution

Benefit of Electronic Data Interchange to Huduma center

huduma center offer Services that need to be linked with government agencies or departments since the data needed in order to offer the service required is mostly possessed by the government agencies or departments like for example for a customer who needs a birth certificate huduma center will be required to link with birth registry since the department possess records of birth .Electronic data interchange system will facilitate this process by ensuring that there is a link between huduma center and government agency so that the required data can be exchanged.

Research Methodology

The study will adopt:

1. The descriptive research design and specifically a case study technique. The case study is an in-depth study on given phenomenon focusing on a particular case (Cooper & Schindler, 2011).

2. The study utilized both quantitative and qualitative research approach. The quantitative research approach is based on statistical analysis in order to depict the relationships between variables.

3. The study will also make use of expert research design since data will be collected from experts who have knowledge on the various systems existing at huduma center.

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