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EXAMINING THE EFFECTS OF E-VISA REGIME ADOPTION ON PROCESSING OF TRAVELERS IN KENYA: CASE OF MALABA AND BUSIA BORDER POSTS

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ABSTRACT

The e-visa regime is a relatively new phenomenon globally, and little evidence exists that demonstrate its effectiveness on processing of travelers at boarder points. The purpose of this project therefore was to study the effects of e-visa regime, particularly the application requirements, means of payment, clearance time and adoption of technology on processing of travelers. The study was guided predominantly by the Technology Adoption Model, and complemented by Theory of Planned Behavior and Diffusion of Innovation Theory. Two of the busiest border posts in Kenya were randomly selected, these are, Busia and Malaba along the Kenya-Uganda boarder. The target population comprised 700 inbound travelers at the Busia and 100 outbound travelers at the Malaba border post. It also comprised 50 immigration officers on the Kenyan side of the border. Hence the target population was 850 respondents. A sample size of 170 was then derived from the target population; this was 20% of the target population. Data was collected mainly by use of semi-structured questionnaires among the travellers, and interview schedules among the immigration officers. A pilot study was conducted at the Namanga border post to determine the validity and reliability of the data collection tool, and improve on gaps identified. The data was analyzed through descriptive and inferential statistics. Regression analysis was used to determine the relationship between the study variables. Quantitative data was presented using frequency tables, percentages, bar graphs and pie charts while thematic analysis was used to analyze qualitative data where data was coded into themes for interpretation and analysis. In order to address ethical considerations, letters of authorization to undertake this research was sought from Kenyatta University, the National Council for Science Technology and Innovation (NACOSTI), as well as from the relevant National and County government authorities in Busia County. The researcher sought informed consent, while observing objectivity, confidentiality and anonymity. The study concluded that the adoption of e-visa, in terms of clearance time, application information, means of payment, and technological adoption significantly influenced the visa processing at the border points of Malaba and Busia. The study recommended continued capacity building and creation of awareness on the e-visa influenced the processing of travellers at the Malaba and Busia border.

Key Words: *E-Visa, Immigration, Visa Processing, Technology Adoption, Visa Process Automation, Border Management*

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INTRODUCTION

Travel visas, along with passports, have been important tools for modern states in controlling human mobility (Trauner 2018). The rise of modern states corresponded with a growing urge to monitor and control human movement, both inside and across boundaries. Until the 20th century, nations were much more concerned with prevention of exit than with managing immigration (Sciortino, 2013). First from 16th to the 17th centuries, growing mercantilist kingdoms in Northern Europe considered the people as both a rich essential commodity and prospective military recruits. Simultaneously, state-building ideas emphasized uniformity, driving governments to achieve ethnic and cultural uniformity. This was accomplished in part by the propagation of new national founding misconceptions and unitary languages through the educational system, in addition to the distribution and combining of military members, officers, and government workers including teaching staff, and occasionally by the marginalization, killing, or displacement of individuals who were physiologically or ethnically mixed (Zolberg 1978; Anderson 1983).

Kenya has been in the process of digitizing various government systems for a number of years. The visa system is one of them. In 2015, Kenya introduced the electronic visa to make applying for a visa easier for travellers from certain countries. Unlike other visa types, the e-visa can be applied for fully online. Thanks to the online application process of this visa, travellers to Kenya do not have to visit the embassy or consulate. The introduction of the modern online system led to a growth in the number of tourists to Kenya (Ochieng, 2018).

The plan of the Kenyan government resulted in the abolition of all other visa types. Visas will no longer have available at embassies, and airport kiosks will close. This means that even the visa on arrival will no longer be available. All travellers are required to apply for an e-visa before departure. Another consequence of the government's decision to make the e-visa mandatory for foreign travellers is that this visa will become available for residents of all countries in the world. In the past, the e-visa could only be applied for by travellers from a limited number of countries, including the United Kingdom and Ireland. Travellers from other countries had to go to the embassy to apply for a visa for Kenya. This will no longer be necessary. It is expected that the ambitious plan of the government will lead to a substantial growth in the number of travellers to Kenya (Moragori, 2021).

The e-visa for Kenya has rapidly become more popular since it was introduced. The main reason for this is that the visa is much faster and easier to apply for than a visa at the embassy. The e-visa can easily be applied for online from home using a computer or smartphone, as long as the visa requirements are met. To apply for the e-visa, you need a passport that is valid for at least 6 more months after your arrival in Kenya. Depending on the purpose of your trip, additional documents such as an invitation letter from a company may be required. After the application has been approved, the visa is sent by e-mail and can be used for travel. The visa is valid for a stay of 90 days. Once in Kenya, the maximum stay can be extended to up to 180 days (Ochieng, 2018).

According to Kenya’s immigration service, this new decision also leads to better security, as all travellers can be screened in advance. The government is also installing new biometric technology at the airports. Because it will no longer be possible to obtain a visa at the airport in Kenya in 2021, it is expected that the airports will become a lot less crowded. It is against this background that this study seeks to examine the effect of adoption of e-visa regime on processing of travelers at Malaba and Busia border posts, Kenya.

Busia and Malaba border points are both situated in Busia County of the Kenya side of the border which is the main link between Kenya and Uganda and also, they are the main routes that join to the other main eastern Africa nations of Burundi, South Sudan, Rwanda, and eastern Democratic republic of Congo. There are five gazette border points between Kenya and Uganda namely Busia, Malaba, Lokitanyala, Lwakhakha and Suam. Of this the most commonly used points are the Busia and Malaba border points which are recording thriving activities in terms of trade and human movements across, For a long time, the Kenya-Uganda commerce was

notorious for administrative process, exorbitant operations, a significant amount of paperwork, and intermediaries.

The most common border clearance services offered by these agencies are, the customs clearance for goods and services by the revenue authorities, the peoples clearance by the immigration department, health department to monitor standards in terms of diseases in human, plants and animals, this is achieved by the national bureau of standard, drugs control authorities, quarantine inspection services etc. there is also security services offered by the state on the users of the borders to ensure safety, East African (2018).

Statement of the Problem

With the signing of the East Africa community mutual market (the mutual market procedure, CMP) there has been improvement in economic growth and development due to the achievement of goods moving freely with ease, free movement of person, labor movement, the right of establishment, the right of residence, free services movement and the free capital movement (Kamau & Wanyama,2017). This ensures that there is need of efficiency in the processes that was deliver these activities on a timely manner. However, the field of border management has gained attention in the recent years. Previous studies such as Lee, Wilson, Valencia, Parra, Van Schok, Soberano, Olson & Salee (2013) conducted an assessment on the border study; a detailed overview of the United States-Mexico border, quite a number of factors come to play in the significance of border clearance. In that despite improved quality of services at the border, still the environmental challenges like security issues and quality of life across the two nations affects how people use the borders hence with the huge populations along the boundaries still there is increased rate of smuggling of people and goods.

Sokolova (2017) on the challenges with features of customs clearance at the Russian- Finnish border found that the update and usage of technology affects time of clearance by reducing the time and make the process more efficient though there was a realization that still more factors could still delay the process like the port services which may be slow. Ochieng (2018) evaluated the quality of service and process effectiveness at immigration checkpoints in Busia and Malaba border point and concluded that improvements in service overall quality of delivery methods contributed to increase operational efficiencies. Moragori (2021) launched a comprehensive security assessment of border management policies in Nairobi County, Kenya and established that there were clearly defined border control policies and procedures. The majority of border management bureaus lacked current training on how to deal with various security threats that may arise at border crossings

Whereas the above-mentioned study studies were conducted in the fields border management and visitor processing, little or no specific study had been done to try and determine the correlation between adoption of e-visa regime and processing of travelers at Malaba and Busia border posts, Kenya. Hence the researcher concluded the need to conduct the study to determine the correlation which could help in influencing future policy decisions.

Objectives of the Study

This study was guided by the following key objectives:

- To examine the effects of application requirements on visa processing of visitors
- To assess the effects of means of payment on visa processing of visitors
- To establish the effects of clearance time on visa processing of visitors
- To investigate the effects of technology adoption on visa processing of visitors

The study was guided by the following key objectives:

- What are the effects of application requirements on visa processing of travellers?
- To what extent do the means of payment affect visa processing of travellers?
- What are the effects of clearance time on visa processing of travellers?
- How does technology adoption affect visa processing of travellers?

LITERATURE REVIEW

Empirical Review

Processing of Travelers

Many nations use visa restrictions as a deterrent to unwelcome visitors. The cost of obtaining a visa is a significant barrier for travelers because it requires them to submit an application to the consular office of their intended destination, which may charge processing fees, impose long wait times, and possibly deny the visa with or without explanation. This could explain why some travelers choose to change their destination. Tourist factions in several nations complained about tight travel restrictions and visa requirements during the years of some of the most recent Olympic Games in the United States, China, and the United Kingdom, which harmed the tourism industry because many travelers chose to spend their vacations elsewhere (Song et al.).

In Kenya, according to a study conducted by Ochieng (2017), Service quality and process effectiveness at immigration checkpoints: a classic example of the Busia and Malaba border posts The study assessed the services offered and sought to discover their connections to procedure effectiveness in terms of volume produced and hours spent on the procedures. A case study was used in the investigation, and both primary and secondary data were collected. To establish the outputs, questionnaires were utilised to collect primary data, and the elements were qualitatively examined and conclusions were derived. The results were regressed to examine if there was an association between the determined predictor factors. The findings provide a clearer picture of the links among service quality and process effectiveness at international border sites. It demonstrates that improving the quality of services in terms of delivery processes aided in improving the process's performance.

Application Requirements and Visa Processing of Visitors

According to Blanke (2013)'s report on travel and tourism competitive nature, visa regulations are one of the most relevant state requirements affecting international tourism around the world. Only a half-century ago, customs procedures, currency conversion limits, and visa applications greatly influenced travel. Much progress has been made in their easing, that has led to the amazing expansion of the tourism industry. The negotiating parties that simultaneously exclude all or select categories of passengers from visa requirements are particularly noteworthy. Unfortunately, despite changes, present visa laws are usually described as insufficient and ineffective, and are therefore recognized as an obstacle to international visitors. Visa requirements are a factor in a country's tourism competitive nature. An indicator that evaluates a country's visa requirements, costs, and possible implications on tourism competitiveness can help achieve the right balance between other policy considerations and the chance to attract more high-spending tourists from the main sources of tourist arrival.

The abolition of visa regulations is believed to boost travel between the Russian Federation and Hong Kong, China, based on the Russian Foreign Ministry. The deal eased accessibility to one of the world's largest nations with immense natural supplies, a quickly rising economy, and a rich cultural history from the standpoint of Hong Kong, China. Travelers from both nations might visit the other without obtaining a visa for up to 14 days. The effect of the waiver was quickly felt in both areas. By the end of 2010, the proportion of Russian visitors to Hong Kong, China, had increased significantly. Throughout 2008 and 2010, Russian Federation arrivals climbed by 133%, and have continued to rise in consecutive years. Between 2008 and 2010, the number of tourists to the Russian Federation from Hong Kong, China increased by 184%.

Means of Payment and Visa Processing of Visitors

According to Azam (2015), the global economy is reliant on payment systems, necessitating the adoption of a payment service that is secure, comfortable, and reasonably priced, capable of serving as the foundation for the development of any economy. Prior to the invention of the financial system, commodities were exchanged for commodities through a process called as bartering. This almost always resulted in market formation and

labor specialization. Nonetheless, the barter system's flexibility is entirely dependent on mutual coincident wants. According to Lok (2015), a transaction takes place in a barter system when each party must be able to supply what the other party needs.

As per Otusanya & Lauwo (2019) in China, the growth of e-commerce has occasioned the importance of transferring money online, also known as e-payments, which entails the transfer of financial and information over the internet without any real contact with the recipients. Direct online debit or card payments, electronic bill payments, mediated debit or credit, electronic bill payments, and stored-value money are all examples of electronic payments. Customers are unable to accept ancient e-payment systems due to numerous restrictions. There are factors associated with these that relate to a lack of security, trust, usability, high costs, presumed high risks, and a lack of perceived competitive edge.

In Nigeria, Nguyen and Gopalaswamy, (2018) posits that the introduction of internet and technology, as well as payment solutions, has ushered in a new era in which electronic money is gradually replacing paper currency and coins. Andrieu (2016) recognizes that bank notes and coins are gradually running out, owing to the numerous modes of payment for transactions that are viable systems that are perceived as better alternatives around the world. Nigeria, for instance, has been working hard to make the transition from cash to a digital payment. This is based on the principle that, by 2020, Nigeria must fully embrace online payment systems in order to be among the world's leading markets. Globalization and emerging technology have aided the shift of business from the ancient era, when physical contact was required, to the modern era, where e-commerce is commonplace (Esoimeme, 2018).

Clearance Time and Visa Processing of Visitors

The international community has seen the entrenchment and tightening of border controls, largely because of cross-border crimes and the globalization of organized crime syndicates. People and products movements have increased significantly over the last two decades, necessitating the adaptation of immigration and border control systems to better and more proficiently regulate human movement and economic activities. Controlling the movement of goods and people while ensuring that borders are safe and balanced in terms of open and monitored borders is a common challenge shared by all states. The state and its borders continue to play an important role in global relations (Moraczewska, 2010).

In Kenya, Kesino (2012) conducted a study on the impact of clearing and forwarding agents in Nairobi, Kenya adopting customs electronic procedures. The descriptive survey method was used in this study to determine how electronic submission of Customs entries affects trade facilitation. The targeting demographic for this research included 350 Nairobi-based clearance and forwarding enterprises out of the 962 licensed in Kenya. In this investigation, the stratified sampling approach was employed to obtain a sample for the study. Customs computerized processes, based on the survey's conclusions, have a major influence on enterprises. They were required to install an information technology system with internet connection. Customs computerized methods were discovered to have significantly decreased average lodgment time, clearing time, and lodgment expense. Customer relations at Immigration were also deemed to have increased.

Technology Adoption and Visa Processing of Visitors

In China, The concept of digital innovation, according to Mangal and Karmarkar (2006), refers to the use of new and modern technological tools for improving the delivery of services and products in society. The adoption of information technology has changed almost every aspect of life and business in today's society (Crittenden et al 2010). This includes the activities such as travel and tours, work, entertainment, as well as communication and learning in society. Adoption of digital technology has increased operational flexibility, and many global companies are now using the concept to improve their competitive advantage (Hoque et al., 2011).

In Kenya, Ong'ele (2018) undertook a study on the effect of digital technology adoption on the competitive edge of tour and travel companies. Per the study, 30 percent of Nairobi firms use Facebook to engage their customers, 22 percent use Twitter, and only 9 percent use LinkedIn. As per the study, 90 percent of Tours and Travels firms in Nairobi that use digital technology have improved their performance and increased their competitive advantage. Furthermore, the study found that the use of digital technology enhanced the firm's profitability and service delivery. The study indicates that technology adoption was associated with increased learning and growth in the organization. The study revealed that most of the firm's staff lacked technical skills to operate some of the digital technology andmanagement support.

Security Features and Visa Processing of Visitors

In United Kingdom, the concept of guest security was studied by (Gill et al., 2002) on 70 hotel administration. The analysis found that hotel managers are caught between the desire to encourage clients to utilize the hotel as a second home and the need to protect it from an extensive variety of illegal activity. According to the findings of the study, hotel managers face a unique quandary. As a result of maintaining to their strong customer centricity and assumptions of guests' desire for privacy, management was compelled to employ a number of less invasive security techniques. The research further emphasizes the situation's intricacies by stressing out that hotel offenses can be committed by hotel guests, workers, or any third party, and that the same groupings can also be the objectives. The safety obligations of hotels with a varied variety of venues, like theatres, conference rooms, eateries, clubs, and retail outlets, become much more challenging.

In Kenya, Maranga (2015) conducted research on managers' perceptions of security and risk. A comparison of 3- to 5-star hotels in Nairobi and Mombasa, Kenya. In the research, data was gathered using both mixed techniques. The research data was gathered using questionnaires and interviews. In the research, a cross-sectional approach was used targeting a sample of 160 participants. Hotels in Nairobi were less susceptible compared to those in Mombasa. This implied that investors trust Nairobi more than Mombasa due to advantageous situations like guest safety and well-being. The hotel's age had no effect on the institutions' safety levels; safety is the consequence of a complex combination of variables instead of a single component; the hotel's quality, safety, history, and utilization rate are all prospective elements that affect its cost of operations and maintenance.

Theoretical Review

Technology Adoption Model (TAM)

Davis (1986) pioneered the Technology Acceptance Model (TAM) that is now one of the greatest extensively used models for describing acceptance testing behaviour in detail. The Theory of Reasoned Action (TRA) is the foundation of this concept, which is founded on social - psychological theory (Fishbein, & Azjen, 1975). According to TRA, beliefs drive perceptions that affect intents and, thus, conduct. In the original TAM, Davis (1986, 1989) established the categories of perceived usefulness (PU), perceived ease of use (PEOU), attitude, and behavioral intention to use. PU and PEOU are two constructs that compose a subscriber's end-beliefs about in an invention and so determine his or her orientations toward it that forecasts its acceptance.

Theory of Planned Behaviour

Icek Ajzen's (1985) theory of planned behaviour (TPB) is a widely accepted intention model which has been successfully used to predict and describing behaviour over a wide range of fields, comprising the usage of technology (Agarwal, 2000). According to the TPB, a small business official's choice or behavioural intention (BI) to follow a course of action, like establishing an online presence or implementing e-commerce, is a factor of attitude (A), subjective norm (SN), and perceived usefulness. The TPB also believes that BI will eventually lead to the behavioural control (PBC) action. The administrator's perceived societal demand to embrace a technology is represented by subjective norm. PBC denotes how simple or challenging an executive believes

consumption would be, taking into account probable hurdles (Riemenschneider et al., 2003). This theory relates to the current study because it explains how technology can predict human behavior and hence assist in processing of visitors and entry points.

Diffusion of Innovations Theory

The diffusion of Innovations Theory (DOI), developed by Everett Rogers (1962), is a fundamental step for studying the implementation of new technology (Tornatsky & Klein, 1982). The DOI research concentrated on perceived innovation qualities which either stimulate or impede (complexity) acquisition (Chwelos et al., 2013). An notion, practice, or object that is considered unique by a person or other unit of adoption, according to Rogers, an authority on theory of innovation (Rogers, 1983). Rogers outlined kinds of components as an important context, which Information System investigators have merged with other settings to create a better-off and possibly more explanatory model (Thong, 1999). This theory is relevant since it points out the importance of innovation in our current tines.In this study it underpins the fact that much innovation needs to be undertaken in processing of visitors at entry points.

Conceptual Framework

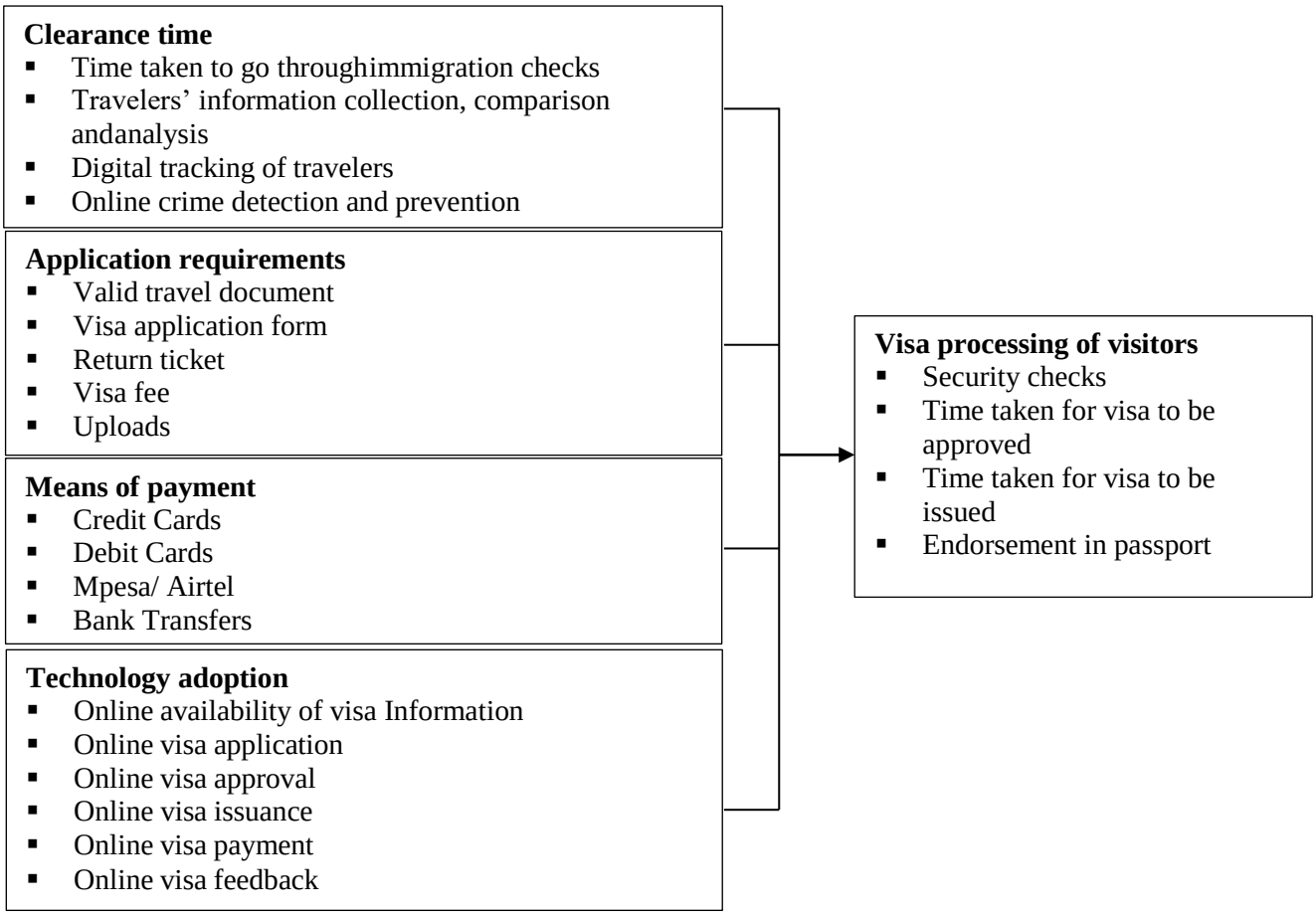

Figure 1: Conceptual framework

METHODOLOGY

This study employed a descriptive design because it allows the researcher to collect both qualitative and quantitative data, allowing the researcher to collect a large amount of data. The site of the Study was Busia and Malaba border points which are both situated in Busia County of the Kenya side of the border which is the

main link between Kenya and Uganda and also, they are the main routes that join to the other main eastern Africa nations of Rwanda, Burundi, South Sudan and eastern Democratic republic of Congo. The target population immigration officers who supervise visitor processing at borders. The population also included both inbound and outbound visitors within the month under study.

The sampling frame of this study was made up of respondents derived from Malaba and Busia borders. The said respondents were directly involved and were deemed to possess important information that lead to the importance of the study. A simple random selection procedure was used to select representative participants for the study. To classify reasonable and most desirable results, a sample size determination technique used. The researcher was confident that a total of 170 components would adequately serve the population.

The study primarily relied on primary information. The questionnaire was used as a survey instrument by the researcher. The questionnaire was split into two categories that covered the demographic data of the respondents as well as the research variables. This method of data collection is used to ensure good precision and ease of data gathering from survey participants (Vogt, 2010). The reliability analysis measured internal consistency of the research variables. Cronbach's Alpha coefficient was calculated for all questionnaire elements and their evaluations provided. The determinant of reliability in this research was valued at alpha of 0.7.

Questionnaires were reviewed to ensure that they were complete and that they had been adequately filled. In this investigation, descriptive statistics such as percentages, means, and standard deviations was used to summarize and relate variables from administered questionnaires.

Data analysis was done quantitatively and qualitatively through SPSS (Statistical Package for Social Scientist) V22 programme. The data was also described using a multiple regression analysis, which demonstrates the link between predictor and predicted variables. While conducting a study, regression analysis is used to determine whether one variable (predictor) used to make predictions for the other variable (predicted) (Saunders et al, 2009). The model for this investigation was depicted below.

Where:

Y= Processing of Visitors

X_1= Application requirements

X_2= Means of payment,

X_3= Clearance time,

X_4= Technology adoption

β_0=Regression Constant or Intercept

$\beta_1, \beta_2, \beta_3$ = coefficients of various independent variables

ε =error term assumed to be normally distributed with a zero variance.

The analyzed data was presented inform of tables, graphs and charts to enhance easier interpretation and understanding of the research findings.

FINDINGS

Effects of Clearance Time on Visa Processing of Visitors

In most borders across in different regions, visa clearance time takes a lot of time (Roy, Azad & Quaderi, 2022). The first objective of this study was to evaluate how clearance time affected the visa processing of visitors. This was evaluated on a number of factors which include time taken at the immigration checkpoints, processing of visa, analysis of travellers information, delays occasioned by checks and analysis of

information, tracking of travellers, security as a result of digital tracking, ease of identifying and processing passengers with little scrutiny due to digital tracking, ease in nabbing the Illegal immigrants and passengers with dubious travel history and significance of identification international crimes rates. The findings are presented in table 1 below

Table 1: Effects of clearance time on visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
The time taken to go through immigration checks is limited	28	19.0	33	22.4	29	19.7	41	27.9	16	10.9	147	100
The immigration officials timely process passengers through the checks	11	7.5	23	15.6	44	29.9	40	27.2	29	19.7	147	100
Travellers' information collection comparison and analysis is done digitally	9	6.1	23	15.6	36	24.5	33	22.4	46	31.3	147	100
The Travellers information collection comparison and analysis causes delay to the passengers	19	13.0	36	24.7	40	27.4	25	17.1	26	17.8	146	100
Passengers are digitally tracked when they use the e-visa	8	6.0	24	17.9	29	21.6	33	24.6	40	29.9	134	100
Digital tracking ensure security and safety to passengers	9	6.6	22	16.2	37	27.2	31	22.8	37	27.2	136	100
Digital tracking makes it easier to identify and process passengers with little scrutiny	9	6.1	38	25.9	25	17.0	36	24.5	39	26.5	147	100
Illegal immigrants and passengers with dubious travel history are easily nabbed by the system	9	6.1	33	22.4	33	22.4	25	17.0	47	32.0	147	100
With the electronic identification international crimes rates have been reduced significantly	18	12.2	20	13.6	45	30.6	26	17.7	38	25.9	147	100

The study found time taken to go through immigration checks was considered limited as implied by 27.9% of those who agreed. This supports the findings of Yadav and Srivastava (2021) who found clearance of travellers using e-visa was faster. Most respondents 29.9% moderately agreed that the immigration officials timely processed passengers through the checks. Also most respondents moderately agreed (27.4%) that the travellers' information collection comparison and analysis caused delays to the passengers, a finding which is consistent with Hoogendoorn-Lanser, Schaap and OldeKalter, (2015). E-visa was considered by most respondents as an aid for digital tracking of passengers as implied by 29.9% who strongly agreed; it was also observed that digital tracking ensured security and safety to passengers as shown by 27.2% of those who strongly agreed , a finding which supports Putra, and Arifin,(2020) findings. The study further found digital tracking made it easier to identify and process passengers with little scrutiny as shown by 26.5% of those who

strongly agreed. The finding support the work of Tatsiienko, et al (2021) who observed that digital information helped in identification and scrutiny of travellers' information.

On nabbing on illegal immigrants and passengers with dubious travel history, most respondent strongly agreed that clearance time aided in nabbing illegal immigrants and passengers with dubious travel history as shown by 32.0% of those who strongly agreed, a finding which was consistent with Nowrasteh (2016) who observed that adoption of visa made it difficult for illegal immigration. It was further moderately agreed (30.6%) that electronic identification international crimes rates had reduced significantly, a finding which supported the work of Kipingu and Shayo (2021).

Assessing other aspect of clearance time the study found checking of Covid 19 certificate, physical verification of visa especially when people travelling using bus arrive at the border. It was further observed that access of the evisa at the border was sometimes complicated particularly when system is down. The study found increasing of the immigration officers or checkpoints could aid in reducing the clearance time which is essential for clearance of the visitors at the border.

The study found a massive extent (43.4%) clearance time on the visa processing of visitor. It was further only 16.1% and 7% felt the clearance time influenced visa processing at the border to a sensible and very massive extent respectively.

The interview response from the immigration officers reviewed suggest that that the use of e-visa clearance time was faster, however, it was noted that most of drivers did not have visa. Introduction counters dedicated to drivers alone to help reduce congestion at the border. Citing a response;

"…….more counters are needed- need for an express counter for tarck drivers and VIPs"

Relationship between Clearance Time of Visa and Visa Processing of Visitor

The study sought to establish the nature of the relationship between the independent variable. This was done using correlation coefficients to test the linearity of the study variables. The study used Pearson Correlation (r) to test whether the relationship between the variables was significant or not at 95% level of confidence.

Table 2: Relationship between clearance time of visa and visa processing of visitor

Correlations

		Clearance time	Visa processing of visitors
Clearance time	Pearson Correlation	1	.182*
	Sig. (2-tailed)		.026
	N	149	149
Visa processing of visitors	Pearson Correlation	.182*	1
	Sig. (2-tailed)	.026	
	N	149	149

*. Correlation is significant at the 0.05 level (2-tailed).

The study found a positive but weak correlation between clearance time and visitors' Visa processing is implied by r = 0.182, with a p-value of .026< α=0.05. This suggest that at 95% confidence clearance time affected the visa processing and investment in enhancement of clearance time would improve visa processing process at the across Busia and Malaba borders. This finding is consistent with Roy, Azad and Quaderi (2022) who found the E-visa improve processing of visa at border point

Effects of Application Requirements on Visa Processing of Visitors

The second objective of this study was to evaluate how application requirements affected the visa processing of visitors. This was evaluated on a number of factors which include prior payment for visa issue, service on digital visa, ease of filling the application, granting of return ticket on account of digital application,

affordability of e-visa, ease of online payment for e-visa, designated website where the documents can be uploaded, interface of the website, and possibilities of assistance where uploading the documents.

Table 3: Effects of application requirements on visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
One can only be provided with the e-visa after presenting valid documents	7	4.8	26	17.9	27	18.6	43	29.7	42	29.0	145	100
One can be served even after giving out digitized documents	7	4.9	28	19.4	39	27.1	46	31.9	24	16.7	144	100
Visa application form is easily accessible on the given website	5	3.4	25	16.9	43	29.1	44	29.7	31	20.9	148	100
The application can easily be filled and submitted online for processing	7	4.9	28	19.6	43	30.1	39	27.3	26	18.2	143	100
A return ticket is guaranteed when application is made digitally	22	15.5	27	19.0	36	25.4	35	24.6	22	15.5	142	100
The e-visa fee is affordable	12	8.3	36	24.8	47	32.4	25	17.2	25	17.2	145	100
The e-visa fee is easily payable online	13	9.3	20	14.3	35	25.0	39	27.9	33	23.6	140	100
Application documents can be uploaded through the designated websites	13	9.2	20	14.1	29	20.4	46	32.4	34	23.9	142	100
The availed website has a complicated interface to put up uploads	11	8.0	23	16.7	42	30.4	32	23.2	30	21.7	138	100
The online platforms have steps of uploading documents	9	6.2	21	14.4	38	26.0	41	28.1	37	25.3	146	100
Assistance is needed when uploading documents online	11	7.4	34	23.0	43	29.1	27	18.2	33	22.3	148	100

The study also found one could only be provided with the e-visa after presenting valid documents as shown by 29.7% who agreed and 29.0% of those who strongly agreed; this findings supports the work of Roy, Azad and Quaderi (2022). Most people also agreed that one could be served even after giving out digitized documents (31.9%) which are consistent with Khelifi, et al (2020). Most people felt that the Visa application form was easily accessible on the given website as shown by 29.7% of those who agreed, 29.1% who moderately agreed and 20.9% of those strongly agreed which was also observed by Siddiquee (2016).

Most respondents moderately agreed (30.1%) that the application could easily be filled and submitted online for processing, a finding that support Yadav and Srivastava (2021) study. The study found most moderately agreed (25.4%) that a return ticket was guaranteed when application was made digitally, a finding which is consistent with Rathore and Sharma (2021). Also there was moderate agreement (32.4%) that the e-visa fee was affordable while most agreed that the e-visa fee was easily payable online (27.9%), a finding which is consistent with Mbilinyi and Werema (2018).

On the application documents, most respondents agreed (32.4%) application documents could be uploaded through the designated websites. However, the respondents felt that the availed website had a complicated interface to put up uploads as implied by 30.4% who moderately agreed, 23.2% who agreed and 21.7% who strongly agreed. Also, most respondents agreed (28.1%) that the online platforms had steps of uploading documents and most needed assistance when uploading documents online as implied by 29.1 who moderately agreed, 18.2% who agreed and 22.3% who strongly agreed. These findings supports Yadav, and Srivastava (2021) work who found that there existed platforms where document could be applied step by stent during application of e-visa

On the requirements for application of visa, the study found some applicants were ignorant about the application process; didn't know the required documents and possessed low technology ability to successfully make application. The issues of system failure were on critical issue stressed by a number of participants; when system failure was experienced at the border. The accessibility of the internet and lack of information on where to find the agents especially away from border affected the travellers processing at the border. Application process will be enhanced by increasing agents around the border, adopting a backup system for the system, reduce application fee, reduce document used in the application of e-visa, build capacity on the e-visa application processes.

The study found to massive extent (45.5%) application information affected the visa processing of visitor visa. It was further only 10.5% and 16.1% felt the application information influenced visa processing at the border to a sensible and very massive extent respectively.

The officers interviewed on the e-visa availability at the border and efficiency in processing of the visitors found that e-visa was not offered at the border on arrival but from agents and from online platform;

"……requirements are online. No visa on arrival"

Relationship between Application Requirement and Visa Processing of Visitor

The study sought to establish the nature of the relationship between the independent variable. This was done using correlation coefficients to test the linearity of the study variables. The study used Pearson Correlation (r) to test whether the relationship between the variables was significant or not at 95% level of confidence.

Table 4: Relationship between application requirement and visa processing of visitor

Correlations

		Application requirement	Visa processing of visitors
Application requirement	Pearson Correlation	1	.169*
	Sig. (2-tailed)		.040
	N	149	149
Visa processing of visitors	Pearson Correlation	.169*	1
	Sig. (2-tailed)	.040	
	N	149	149

*. Correlation is significant at the 0.05 level (2-tailed).

The study found a positive but weak correlation between application requirement and visitors' Visa processing is implied by r = 0.169, with a p-value of .040< α=0.05. This suggest that at 95% confidence application requirement affected the visa processing and investment in enhancement of application requirement would improve visa processing process at the across Busia and Malaba borders, a finding which is consistent with Satzewich (2014).

Effects of Means of Payment on Visa Processing of Visitors

According to Nekmahmud and Hassan (2021), there are various mean of making payment for visa. The third objective of this study was to evaluate how means of payment affected the visa processing of visitors. This was evaluated on a number of factors which include acceptance of credit card in payments, payments feedback, acceptance of debit card, debit card convenience, acceptance of Mpesa payments, convince of bank transfers, comparison between banks and other payments mechanisms, and availability of banks around the boarders.

Table 5: Effects of means of payment on visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
Credit cards are allowed in making payments	11	7.6	22	15.3	41	28.5	41	28.5	29	20.1	144	100
There are confirmation messages sent to visitors when one pays through credit cards	8	5.6	24	16.7	38	26.4	42	29.2	32	22.2	144	100
Debit cards are acceptable in paying for e-visa	9	6.4	22	15.6	38	27.0	39	27.7	33	23.4	141	100
Debit cards are convenient when making payments for evisa	10	7.2	31	22.3	30	21.6	37	26.6	31	22.3	139	100
Mpesa is allowed as a platform for making payments	2	1.4	28	20.1	36	25.9	41	29.5	32	23.0	139	100
Mpesa is the quickest way of making payments with prompt feedback after payment	6	4.1	21	14.5	43	29.7	34	23.4	41	28.3	145	100
Bank transfers are difficult to make when paying for e-visa at the borders	22	15.1	28	19.2	36	24.7	33	22.6	27	18.5	146	100
Bank transfers are slow when making payments compared to other forms of payment	18	12.4	24	16.6	45	31.0	31	21.4	27	18.6	145	100
There are several bank balances at the border that make it easy for bank transfers when paying for e-visa	23	15.8	21	14.4	47	32.2	30	20.5	25	17.1	146	100

Credit card payment is generally accepted in various payments, particularly online payment (Shen, 2016). Most respondent agreed that credit cards are allowed in making payments as observed by 28.5 who moderately agreed, 28.5% who agreed and 20.1% who strongly agreed. Following the payment, respondents agreed (29.2%) that there were confirmation messages sent to visitors when one paid through credit cards. According to Leu, Huang and Wang (2015), visa payment sent feedback for transactions. On the acceptability of the debit cards are in paying for e-visa, there was a mixed reaction though it was inclined to agreement with 27.7% indicating agreement, 27.0 moderate agreements and 23.4% strong agreement. It was also observed the debit cards were convenient when making payments for evisa as shown by 21.6% who moderately agreed, 26.6% who agreed and 22.3% who strongly agreed, a finding which is consistent with Fuior and Filip (2016), who found debit card was convenient means of making payment.

According to Meru and Kinoti (2022), Mpesa payment is increasing as a means of payment in Kenya. On use of Mpesa in paying for evisa, the study found that Mpesa was allowed as a platform for making payments (as implied 25.9% who moderately agreed, 29.5% who agreed and 23.0% who strongly agreed) and Mpesa was considered the quickest way of making payments with prompt feedback after payment (29.7% who moderately agreed, 23.4% who agreed and 28.3% who strongly agreed), a finding which is consistent with Gitonga, (2019) findings who found Mpesa was considered the quickest way of making payments with prompt feedback after payment.

Bank transfers are an emerging mean of payment (Chew, Shen & Ansell, 2020) and this was the last method of payment for evisa evaluated in this study was use of bank transfers. The study found that banks transfer were generally considered slow when making payments compared to other forms of payment (31.0%% who moderately agreed, 21.4% who agreed and 18.6% who strongly agreed) and moderate agreement that there were several bank branches at the border that make it easy for bank transfers when paying for e-visa (32.2% who moderately agreed, 20.5% who agreed and 17.1% who strongly agreed), a finding which is consistent with Fung and Halaburda (2016).

It was noted that the options available for the payment for Visa were limited; particularly when travelling at the night all banks at the border are closed, also Mpesa shops are closed making it difficult to make the payments. Payment processes was also affected by poor network services, delays at the bank ques. Therefore, there is a need to increase the number of officers, improve the network and provide more payment options. The service providers should improve infrastructures around the border to ensure seamless payment process.

The study found to massive extent (41.0%) means of payment affected the visa processing of visitor visa. It was further only 14.4% and 10.1% felt the means of payment influenced visa processing at the border to a sensible and very massive extent respectively.

The immigration officer through an interview on means of payments available at the border found that the means available were not convenient; there was need of having a card swapping machine to aid the payment process at the border;

> *"the means of payment processing available are border post are not convenient, there is need for card swapping machine to facilitate fast payment processing "*

Relationship between Means of Payment and Visa Processing of Visitor

The study sought to establish the nature of the relationship between the independent variable. This was done using correlation coefficients to test the linearity of the study variables. The study used Pearson Correlation (r) to test whether the relationship between the variables was significant or not at 95% level of confidence.

Table 6: Relationship between means of payment and visa processing of visitor

Correlations			
		Means of payment	Visa processing of visitors
Means of payment	Pearson Correlation	1	.334**
	Sig. (2-tailed)		.000
	N	149	149
Visa processing of visitors	Pearson Correlation	.334**	1
	Sig. (2-tailed)	.000	
	N	149	149

**. Correlation is significant at the 0.01 level (2-tailed).

The study found a positive but moderate correlation between means of payment and visitors' Visa processing is implied by r =0.334, with a p-value of .000< α=0.05. This suggest that at 95% confidence means of payment affected the visa processing and investment in enhancement of means of payment would improve

visa processing process at the across Busia and Malaba borders, a finding which is consistent with Pyvovar and Bandar (2020) who found payment influenced the visa processing.

Effects of Technology Adoption on Visa Processing of Visitors

The last objective of this study was to evaluate how technology adoption affected the visa processing of visitors. The study considered a number of constructs in effort to assess the technological adoption. These constructs include availability of visa information via website, clarification of visa information by immigration officer, ease of visa technology operation by everyone, ease of application for e-visa online compared to physical process, Visa approval happens within a short time after application, convenience of online issuance to travellers, availability of multiple platforms for applications, promptness in provision of feedback on application of e-visa, availability of e-visa application irrespective of time and location, responsiveness of the system to customer quarries.

Table 7: Effects of technology adoption on visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
Information on e-visa requirements is easily available on website materials	4	2.8	19	13.1	48	33.1	50	34.5	24	16.6	145	100
Visa information are clarified by immigration officials when one raises concern	6	4.2	28	19.4	40	27.8	50	34.7	20	13.9	144	100
Technology used in visa application can be easily operated by anyone	13	9.0	31	21.4	41	28.3	38	26.2	22	15.2	145	100
The time taken to apply for an e-visa electronically is less compared to physical application	13	13.1	19	19.2	28	28.3	20	20.2	19	19.2	99	100
Visa approval happens within a short time after application	10	7.2	40	29.0	30	21.7	36	26.1	22	15.9	138	100
Visa approval feedback is prompt	15	11.1	37	27.4	26	19.3	37	27.4	20	14.8	135	100
The online visa issuance is convenient to passengers	8	6.2	25	19.4	29	22.5	40	31.0	27	20.9	129	100
Online Visa payment can be done through various online platforms	15	11.8	19	15.0	27	21.3	45	35.4	21	16.5	127	100
The feedback given in the whole visa application to issuance is prompt and predictable	9	6.5	25	18.0	42	30.2	43	30.9	20	14.4	139	100
The online visa application platform is active 24hours a day	10	7.5	24	17.9	40	29.9	36	26.9	24	17.9	134	100
The online visa application platforms are responsive to customer queries	15	10.6	35	24.8	37	26.2	32	22.7	22	15.6	141	100

Most people agreed (34.5%) that Information on e-visa requirements was easily available on website materials, a finding which is consistent with Tasneem, Hasan, Marzan & Khan, (2022). Visa information was clarified by immigration officials when one raised concern as implied by 34.5% who agreed, a finding that supports the work of Satzewich, (2014) who argued that the Visa officers have to clarify the traveller's application information. Technology used in visa application could easily be operated by anyone as shown by 28.3% who moderately agreed; it also important to note that majority of responses was inclined to agreements. This support the work of Ören (2016) who found that the information required for e-visa were easily accessible. It was also observed a moderate agreement on the argument that the time taken to apply for an e-visa electronically was less compared to physical application (28.3%) and a disagreement that visa approval happened within a short time after application (29.0%); this finding support the work of Rizzi (2014) who observed the process for application was simple. Equally, the visa approval feedback was prompt as observed by most participants (as implied 19.3% who moderately agreed, 27.4% who agreed and 14.8% who strongly agreed).

Most respondents further agreed that the online visa issuance was convenient to passengers (31.0%) and that online visa payment could be done through various online platforms (35.4%), a finding which is consistent with Uddin and Akhi (2014) who found payment for e-visa platform was provided by various platforms.

Further on the technology adoption, the lack of computer skills, system failures, failure of online payments influences the traveller's processing at the border. The limited number of staff, time taken to process the e-visa, lack of manual backup systems, and noncompliance of travellers at the border as well as lack of technical skills among the staff also influenced the traveling of visors.

Continuous capacity building among the staff and travellers on the use of the technology used by immigration department, reducing time needed for e-visa processing, employing and training more staff will serve to improve the use of technology used at the border in the immigration department.

The study found to massive extent (35.3%) technology adoption affected the visa processing of visitor visa. It was further 23.5% and 14.0% felt the technology adoption influenced visa processing at the border to a sensible and very massive extent respectively.

Relationship between Technology Adoption and Visa Processing of Visitor

The study sought to establish the nature of the relationship between the independent variable. This was done using correlation coefficients to test the linearity of the study variables. The study used Pearson Correlation (r) to test whether the relationship between the variables was significant or not at 95% level of confidence.

Table 8: Relationship between technology adoption and visa processing of visitor

Correlations

		Technology adoption	Visa processing of visitors
Technology adoption	Pearson Correlation	1	.437**
	Sig. (2-tailed)		.000
	N	149	149
Visa processing of visitors	Pearson Correlation	.437**	1
	Sig. (2-tailed)	.000	
	N	149	149

**. Correlation is significant at the 0.01 level (2-tailed).

The study found a positive but moderate correlation between technology adoption and visitors' Visa processing is implied by r = 0.437, with a p-value of .000< α=0.05. This suggest that at 95% confidence

technology adoption affected the visa processing and investment in enhancement of technology adoption would improve visa processing process at the across Busia and Malaba borders, a finding that supports the findings of Liang, Kohli, Huang and Li, (2021) who found technology adopted hand potential to influence visa processing.

Visa Processing of Visitors

The study also assessed the visitors' visa processing processes. This was evaluated on various constructs which included time consumed on security checks, reduction of security check at entry point as a result of e-visa, appropriateness of time taken in verification, verification process, digital endorsement on passport and time taken on the Endorsement on passport process. This is presented on table 9.

Table 9: Visa processing of visitors

	Strongly Disagree		Disagree		Moderately Agree		Agree		Strongly Agree		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
The security checks take much time in processing visitors	9	6.3	24	16.7	42	29.2	48	33.3	21	14.6	144	100
E-visa has reduced security checks at the entry points	6	4.2	24	16.7	45	31.3	53	36.8	16	11.1	144	100
Time taken for visa approval is long and delays visitors	10	7.1	16	11.4	53	37.9	37	26.4	24	17.1	140	100
Verification time for E-visas is commendable	4	2.9	14	10.0	39	27.9	52	37.1	31	22.1	140	100
Endorsement on passport is done digitally	7	5.0	25	18.0	31	22.3	35	25.2	41	29.5	139	100
Endorsement on passport process takes place within one day	15	10.5	16	11.2	39	27.3	40	28.0	33	23.1	143	100

Most respondents agreed that security checks take much time in processing visitors (33.3%). It was also agreed that E-visa had reduced security checks at the entry points (36.8%). Time taken for visa approval was considered to be moderately long and delays visitors as implied by 37.9%. However, verification time for E-visas was commendable (37.1% who agreed). It was further noted that endorsement on passport was done digitally (29.5% agreement) and moderately agreed that the endorsement on passport process took place within one day (27.3%).

Regression Analysis

A combined regression model summary for the simple regression was computed to establish the relationship between the independent variables and the dependent variable. An output R Square depicts the proportion of variance in the dependent variable that can be explained by a unit change in the independent variables. The results are presented in table 10 below.

Table 10: Contribution of E-Visa Regime on Processing of Travellers at Malaba and Busia Border Posts

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.471[a]	.222	.200	5.17704

a. Predictors: (Constant), Technology adoption, Clearance time, Means of payment, Application requirement

The results show there is a positive significant relationship between the adoption of e-visa regime and processing of travellers at Malaba and Busia border posts as depicted by R squared =0.222. A unit change in the adoption of e-visa regime would increase processing of travellers at Malaba and Busia border posts by 22.2%.

Analysis of Variance

Analysis of Variance (ANOVA) is used to check the ability of the regression model to be used to predict the relationship between the independent and dependent variables. Using the F-statistic and the mean square differences the results were computed and presented in Table 11 below

Table 11: Significance of E-Visa Regime in predicting processing of Travellers

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1098.972	4	274.743	10.251	.000[b]
	Residual	3859.457	144	26.802		
	Total	4958.430	148			

a. Dependent Variable: Visa processing of visitors

b. Predictors: (Constant), Technology adoption, Clearance time, Means of payment, Application requirement

The value of F (4, 144) = 10.251, P-value=0.000< 0.05 shows that the predictor variables of adoption of adoption of e-visa regime has a linear relationship with processing of travellers at Malaba and Busia border posts. Therefore, adoption of e-visa regime can fitted into a regression model to predict the processing of travellers at Malaba and Busia border posts.

Regression Coefficients

The study further sought to determine the regression model based on the coefficient beta values. The results are presented in table 12 below.

Table 12: Effect of E-Visa Regime on the processing of Travellers

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.201	2.180		4.221	.000
	Clearance time	.015	.066	.019	.225	.822
	Application requirement	-.027	.055	-.043	-.488	.626
	Means of payment	.149	.066	.197	2.255	.026
	Technology adoption	.204	.046	.365	4.441	.000

a. Dependent Variable: Visitor's Visa processing

The findings showed that clearance time, means of payment and technological adoption had statistically significant contribution on visitor's Visa processing among travellers in Malaba and Busia Boarder at α=0.05. On the other hand application requirement did not significantly contribute to the Visa processing among travellers in Malaba and Busia Boarder at α=0.05.

The regression model is given by the following equation; $Y=\alpha+\beta_1X_1+\beta_2X_2+\beta_3X_3+\beta_4X_4+\varepsilon$

Performance=$9.201+0.015X_1-0.149X_3+0.204X_4$. These findings imply that Visa processing among travellers would increase at a constant of 9.201units even with zero adoption of E-Visa. Technology adoption was found to be the highest contributor to the visitor's visa processing among travellers in Malaba and Busia Boarder in Kenya. This findings support the work of Caldwell (2015) who found the use technology

influenced the processing of visa. This implies immigration department can increase visitor's visa processing significantly if they focused on technology adoption.

Mean of payment and technological adoption had statistically significant contribution on visitor's visa processing, a finding which support the findings of the Tounekti, Ruiz-Martinez and Gómez (2019) who found the means of payments contributed to processing of the visa among travellers. Equally, the e-visa improved processing of visa, findings that supports the work of Yadav and Srivastava (2021).

CONCLUSION AND RECOMMEDATIONS

The study concluded that the adoption of e-visa influenced the processing of travellers at the Malaba and Busia border. When tested individually, clearance time, application requirement for e-visa, means of payment adopting in application of e-visa, and use of technology significantly influenced the processing of visa at the border while when cumulatively considered the relative contribution of application information to visa processing was considered insignificant.

The study also concludes that clearance time influenced the visa processing at the border point of Malaba and Busia; time taken at the immigration checkpoints, processing of visa, analysis of travellers information, delays occasioned by checks and analysis of information, tracking of travellers, security as a result of digital tracking, ease of identifying and processing passengers with little scrutiny due to digital tracking, ease in nabbing the Illegal immigrants and passengers with dubious travel history and significance of identification international crimes rates influenced the processing of travellers at the border.

The study further concludes that application information influenced the visa processing at the border point of Malaba and Busia though when considered alongside clearance time, means of payment and technological adoption, application information was found to have insignificant contribution.

The study also concludes that means of payment influenced the visa processing at the border point of Malaba and Busia. Acceptance of credit card in payments, payments feedback, acceptance of debit card, debit card convenience, acceptance of Mpesa payments, convince of bank transfers, comparison between banks and other payments mechanisms, and availability of banks around the boarders influenced the processing of travellers at the border.

The study also concludes that technological adoption influenced the visa processing at the border point of Malaba and Busia. Availability of visa information via website, clarification of visa information by immigration officer, ease of visa technology operation by everyone, ease of application for e-visa online compared to physical process, Visa approval happens within a short time after application, convenience of online issuance to travellers, availability of multiple platforms for applications, promptness in provision of feedback on application of e-visa, availability of e-visa application irrespective of time and location, responsiveness of the system to customer quarries influenced the processing of travellers at the border.

The study recommended continued capacity building and creation of awareness on the e-visa influenced the processing of travellers at the Malaba and Busia border.

The study recommends immigration department to enhance clearance time to improve the visa processing at the border point of Malaba and Busia. This can be achieved through automating various services, use of biometric scanners to enhance time taken at the immigration checkpoints, processing of visa, analysis of travellers information, analysis of information, tracking of travellers, ease of identifying and processing passengers with little scrutiny due to digital tracking and nabbing the Illegal immigrants and passengers

The study further enhancement of application information to make it clearer to most applicants, this can be achieved through inclusion of application guides in both document and video clips.

The study also recommends having more means of payment could enhance the visa processing at the border point of Malaba and Busia. Financial provides such as banks and digital financial platforms should be maximized and more training done to have more people with knowledge of visa processing.

Finally, the study recommends adoption of effective technological to promote visa processing at the border point of Malaba and Busia. The system should increase visa information via website, increase officers of visa information by immigration officer and build capacity to promote ease of visa technology operation by everyone.

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