EVALUATION OF ELECTRONIC MONITORING IN INSTITUTIONS OF HIGHER LEARNING IN NAKURU, KENYA

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Abstract
It is extremely important for managers to know who, what, when and where with regard to institutional computer user activity. It takes a single unmonitored computer to leave a security gap in the institution. Electronic monitoring is whereby computer users are surveilled electronically rather than through human supervision. Programs used include those that monitor individual internet activity, eavesdrop on e-mail messages, and monitor the number of keystrokes made by data-entry clerks in a day or the time taken on calls or use of internet. This study was based on observations made at Mt. Kenya, St. Paul's and Kabarak universities in Nakuru, which use internet control systems to monitor internet usage. The problem however is that this control approach cannot detect what kind of data leave the institutions' computers, what the users access and who exactly is using the internet, especially through wireless connections. This research sought to evaluate the extent to which innovation attributes, institutional, and individual factors inhibit the use of electronic monitoring system in supervision in Institutions of Higher Learning (IHL) in Nakuru County, Kenya. Questionnaires, Interviews, and observation were used to collect data. Analysis of data showed that the faculty and support staff have different opinion in regard to adoption of EM. From the findings of the study, IHL adopt the use of EM to minimize on resource wastage and unnecessary litigation. From the results of the research, it is recommended that electronic monitoring framework needs to be developed and adopted in IHL.

Key words: employer, employee, institutional factors, individual factors, security concern, ethical /legal issues, electronic monitoring, personal data