



Transparency Measures and Citizen Satisfaction: An Assessment of Open Government Data in Kenyan Cities

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Abstract

Open government data initiatives aim to enhance transparency in public sector operations, particularly through citizen satisfaction with such measures. A mixed-methods approach combining quantitative surveys and qualitative interviews was employed to gather comprehensive insights into public sector transparency and its effects on citizens' perceptions of governance quality. Citizens expressed significant interest in open data initiatives, with nearly 75% indicating that such information would enhance their understanding of government activities. However, only about 40% reported feeling adequately informed by existing datasets. While open government data shows promise for increasing transparency and public engagement, further improvements are needed to ensure its relevance and effectiveness in fostering greater citizen satisfaction. Public sector bodies should prioritise the development of user-friendly interfaces for accessing open data, alongside ongoing efforts to educate citizens about available resources. Open Government Data, Transparency, Citizen Satisfaction, Mixed-Methods Study, Kenyan Cities

Keywords: Kenya, Transparency, Mixed-Methods, Public-Private Partnerships, Evaluation, Quantitative Analysis, Qualitative Inquiry

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