

INFLUENCE OF TRANSCRIPTION TOOLS ON EFFECTIVE COMMUNICATION IN COUNTY ASSEMBLIES IN CENTRAL REGION OF KENYA

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ABSTRACT

The study investigated the influence of transcription tools on effective communication in County Assemblies in Central Region of Kenya. The research adopted a mixed methods approach, incorporating both quantitative and qualitative data collection methods. A sample of 149 participants, comprising County Assembly staff, Members of County Assembly (MCAs), and key informants such as Speakers, Clerks, and Majority Leaders, were selected through purposive and stratified sampling techniques. Data was collected through structured questionnaires and in-depth interviews. The study found a significant positive relationship between the use of transcription tools and effective communication in County Assemblies. The descriptive findings indicated positive perceptions towards the utilization of voice recognition software, transcription foot pedals, and audio digital recorders, with respondents agreeing that these tools facilitated transcription processes and enhanced communication. Inferential statistics, including regression analysis and ANOVA, confirmed the significant positive impact of transcription tools on communication effectiveness. Furthermore, the study revealed a high overall response rate of 85.9%, highlighting the importance of the research topic and the willingness of participants to contribute to understanding the influence of transcription tools. The study's conclusions emphasize the need for continued investment in transcription technologies and training to maximize their benefits in County Assemblies. Recommendations for managerial practices and policy makers include developing clear guidelines, allocating adequate resources, and fostering a culture of transparency. Additionally, the study contributes to the Uses and Gratification theory and the Media System Dependency theory by highlighting the diverse motivations for using transcription tools and the potential for dependency on these tools for accessing legislative information. . The intent of this study is to add to the existing literature and provide additional knowledge on Legislative bodies. Overall, this research provides valuable insights for enhancing communication practices in legislative settings.

Keywords: County Assemblies in Central Region of Kenya, Digitilisation. Effective Communication, Members of County Assemblies .Transcription Tools.

1. INTRODUCTION

1.1 Background Of The Study

Effective communication is paramount in County Assemblies as it underpins transparent and accountable governance. The adoption of transcription tools has emerged as a potential game-changer in enhancing communication within these legislative bodies (Gupta, 2020). This study sought to delve into the influence of transcription tools on the efficacy of communication within County Assemblies specifically located in the Central region of Kenya. By scrutinizing the unique context of the assemblies, this research sought to shed light on how transcription tools can be harnessed to bolster governance and transparency at the grassroots level.

Globally, a burgeoning trend towards the adoption of transcription tools in parliamentary processes is evident. These tools harbor the potential to elevate efficiency, transparency, and public engagement (World e-Parliament Report, 2018). Nonetheless, their implementation often faces impediments such as resource constraints, technical expertise gaps, and a lack of political will. Within the African context, a substantial surge in the utilization of transcription tools within parliaments has transpired over the past two decades (My society, 2018). However, the adoption of these tools has been uneven, with some nations achieving significant progress while others lag behind. This disparity stems from an array of factors, encompassing limited resources, infrastructural obstacles, and capacity deficiencies.

Kenya has made remarkable strides in digitizing parliamentary processes at the national level, including the use of transcription tools (National Assembly, 2017). Conversely, the adoption of these tools within County Assemblies has proceeded at a more gradual pace, attributed to various challenges such as resource limitations and technical capacity constraints (Thomas et al., 2018). While the focal point of this study was the County Assemblies in Kenya's Central region, it was imperative to consider the broader global and regional landscape of transcription tools adoption within parliamentary processes (World e-Parliament Report, 2018). This wider perspective provided a framework for comprehending the distinct challenges and prospects encountered by Kenyan County Assemblies.

Transcription tools, being a relatively recent addition to County Assemblies in Kenya, have an impact on communication processes that remains largely unexplored. These tools automate the transcription of Assembly proceedings, rendering them readily accessible for scrutiny, analysis, and dissemination. This accessibility can foster heightened transparency, reinforced accountability, and broader public participation in local decision-making processes. However, the integration of transcription tools also presents hurdles, such as the requisite technical infrastructure and capacity building among Assembly personnel.

This study embarked on a comprehensive exploration of both the merits and demerits associated with the utilization of transcription tools in County Assemblies for capturing parliamentary proceedings. It will investigate how these tools could amplify the precision and swiftness of information exchange, streamline communication between Assembly members and their constituents, and augment public access to Assembly proceedings. This study therefore focused on the specific context of County Assemblies in Kenya's Central region, scrutinizing the influence of transcription tools on effective communication in county assemblies in central region of Kenya.

1.2 Statement of the Problem

Digitalisation, encompassing the application of digital tools and technologies to parliamentary processes, has been touted as a catalyst for modernizing and improving legislative efficiency (Penelope & Williamson, 2023). Within this digital transformation, the utilization of transcription tools for Hansard production holds significant promise for enhancing communication, information dissemination, efficiency, openness, and transparency (Inter-Parliamentary Union, 2014). However, challenges persisted in the effective adoption of transcription tools, particularly in County Assemblies within Kenya's Central region, resulting in communication inefficiencies.

The crux of the issue lies in the inadequate or lack of adoption of transcription tools in these County Assemblies, hindering effective communication. While some progress has been made, as exemplified by Nyandarua County Assembly (Nyandarua County Assembly website), a significant number of assemblies were yet to fully embrace these tools. The absence of proper communication and interactive mechanisms between County Assemblies and their constituents impedes the public's ability to provide feedback and contribute to decision-making processes (Tyumere, 2018). The reliance on traditional, manual communication methods has resulted in limited public access to legislative information, thus hindering public scrutiny of elected officials (Inter-Parliamentary Union, 2013). This lack of transparency, coupled with the time-consuming nature of manual Hansard production, led to delayed updates on legislative websites, substantial backlogs, and the absence of archived and readily retrievable Hansard reports (Owino, 2017).

Previous research by Khaunga et al. (2015) highlighted the challenges faced by Counties in achieving their developmental goals, including issues related to County Assemblies, their functions, and resource allocation. Thomas (2018) further emphasized the capacity limitations of County staff in effectively implementing digitalisation initiatives. Consequently, a significant number of County Assemblies grapple with producing accurate records within the stipulated 48 hour timeframe (Standing Orders, 2019). While Ahmed (2012) investigated the role of ICT in democratizing public information access in Kenya's National Parliament and Senate, the study did not extend to County Assemblies, as they were not yet established. This research gap underscores the need for a comprehensive investigation into the influence of transcription tools on effective communication within County Assemblies in the Central region of Kenya. By addressing the communication challenges through the adoption of transcription tools, County Assemblies can enhance their interactivity, openness, and transparency, thereby fostering a healthier parliamentary democracy.

1.3 Research Objective

The research objective was to investigate the influence of transcription tools on effective communication in County Assemblies in Central Region of Kenya

2. LITERATURE REVIEW

2.1 Theoretical Framework

This study was grounded in the Uses and Gratification (U&G) theory and the Media System Dependency (MSD) theory, both of which offer valuable lenses for examining the influence of transcription tools on effective communication in county assemblies.

The U&G theory posits that individuals actively seek out and consume media to satisfy specific needs and desires (Karimi, 2014). In the context of county assemblies, this theory suggests that stakeholders, including assembly members, staff, and constituents, utilize transcription tools for various purposes. These purposes may include transcribing and accessing accurate records of proceedings, staying informed about legislative activities, and holding elected representatives accountable. By understanding the specific gratifications sought by different users of transcription tools, this study can shed light on how these tools are perceived and valued within the county assembly context. For instance, assembly members may use transcripts to review their contributions, prepare for future debates, or analyze the positions of their colleagues and Constituents. On the other hand, they may rely on transcripts to gain a deeper understanding of legislative processes, monitor the performance of their representatives, and participate more meaningfully in local decision-making.

The MSD theory posits that individuals' reliance on media for information and understanding increases as their access to alternative sources of information decreases (Wu, 2016). In the context of county assemblies, this theory suggests that the availability of accurate and timely transcripts of proceedings can foster greater dependency on these records as a primary source of information about legislative activities. This dependency can have a significant impact on the effectiveness of communication within county assemblies. If assembly members and staff rely heavily on transcripts for information and decision-making, the quality and accuracy of these transcripts become paramount. Similarly, constituents who depend on transcripts to understand and engage with legislative processes are likely to be more affected by the availability, accessibility, and comprehensibility of these records.

2.2 Empirical Review

The evolution of parliamentary reporting and capturing has witnessed a significant shift over the years, transitioning from traditional shorthand and stenography to the adoption of diverse technological tools (Mitchell et al., 2022). The World e-Parliament Report (2010) emphasizes that timely public access to parliamentary records is crucial for fostering openness, transparency, and healthy parliamentary democracies. However, challenges remain in achieving this goal, particularly in ensuring the timely availability of verbatim reports. Inadequate funding and insufficient knowledge among legislators and staff have been identified as key barriers to effective digitisation (World e-Parliament Report, 2016). Furthermore, a communication gap between citizens and elected representatives persists due to the limited availability of legislative content and the absence of interactive tools (Tyumere, 2018; Mustafa S. et al., 2018).

Despite global efforts towards digitalisation, many parliaments, particularly those in young and emerging democracies, still face challenges in implementation (World e-Parliament Report, 2022). These challenges encompass not only technical aspects but also procedural and political factors, such as a lack of political goodwill and resistance to transparency. Nevertheless, the digital transformation of parliamentary processes has ushered in greater efficiency, reduced costs, and enhanced accessibility for both members and the public (Inter-Parliamentary Union, 2014). However, many parliaments still struggle to produce accurate records within acceptable timeframes. The choice of technology often depends on available resources, both budgetary and in terms of human skills. There remains a lack of knowledge regarding the range of technologies

employed globally for recording and publishing parliamentary proceedings (Inter-Parliamentary Union, 2014).

The timely availability of reports is crucial for transparency, accountability, and legislative efficiency. Some parliaments leverage technology to provide real-time verbatim accounts of plenary debates (Inter-Parliamentary Union, 2014). Transcription, the conversion of recorded audio into written form, plays a vital role in this process (Duranti, 2012). Various tools, such as computer-assisted transcription (CAT), digital audio recordings, voice recognition software, and stenographic systems with transcription foot pedals, are utilized to capture and report proceedings (Inter-Parliamentary Union, 2014). These technical tools offer similar capabilities, with some CAT systems even incorporating audio capture and voice-to-text functionality (Global Centre for ICT in Parliament, 2014). Transcribers utilize these systems to retrieve and transcribe assigned audio/video segments, employing foot pedals or keyboard shortcuts for efficiency (Inter-Parliamentary Union, 2014).

Digitalisation has facilitated various aspects of parliamentary communication, including Hansard publications, storage, archival, live streaming, and audio-visual sharing, thereby enhancing accessibility and interaction (Owino, 2019). A study by the Inter-Parliamentary Union (2020) found that the majority of parliaments utilize PC-based systems for direct text capture, with a notable increase in the use of speech recognition software.

A study by the Global Centre (2011) revealed a correlation between income level and technology use in parliaments. It highlighted that stenographic systems enable near real-time text availability, while typing from audio recordings offers a simpler option. The study emphasized that digitalisation fosters efficient report production, real-time availability, and archival of retrievable data. In Kenya, Ahmed's (2012) study on the role of ICT in democratizing public information access found that digital technologies were gradually being adopted in the National Parliament and Senate, but noted the structured nature of parliamentary proceedings. However, this study did not include County Assemblies, as they were not yet established.

3. RESEARCH METHODOLOGY

3.1 Introduction

This chapter outlines the mixed-methods research design employed to investigate the influence of transcription tools on effective communication in County Assemblies within Kenya's Central region. It details the study area, target population, sampling techniques, data collection procedures, and data analysis techniques.

3.2 Study Area and Target Population

The study encompassed five counties in the Central region of Kenya: Kiambu, Murang'a, Kirinyaga, Nyeri, and Nyandarua. The target population comprises County Assembly staff members (audio/visual technicians, camera operators, parliamentary reporters, editors, ICT officers, etc.), Members of County Assembly (MCAs), and County Assembly leadership (Speakers, Clerks, Majority Leaders, and Chief Whips) (County Assembly Human Resource Manuals, 2023). The total population for this study was determined to be 497 individuals, with varying numbers across the different counties and roles.

3.3 Sampling Design and Data Collection

A mixed-methods approach was employed, utilizing both purposive and stratified sampling techniques. Purposive sampling was used to select County Assembly leadership due to their in-depth knowledge of rules and procedures and decision-making authority. Stratified sampling involved dividing each County Assembly into strata and applying simple random sampling within each stratum (Mugenda and Mugenda, 2013).

Data collection involved two phases: quantitative data collection through structured questionnaires administered to County Assembly staff and MCAs, and qualitative data collection through in-depth interviews with County Assembly leadership. The questionnaires aimed to assess the influence of transcription tools on various aspects of communication, aligning with the findings of the World e-Parliament Report (2016), which highlighted the need for adequate funding and knowledge for effective digitisation. The interviews sought a deeper understanding of the impact of transcription tools on effective communication, echoing the concerns raised by Tyumere (2018) and Mustafa S. et al. (2018) regarding communication gaps between citizens and elected representatives. A pilot study was undertaken at County Assembly of Embu that represented 10% of the study population which tested the reliability and validity of the testing instruments. Pretesting was done on a small group of respondents while fine-tuning the questionnaires.

3.4 Data Analysis and Ethical Considerations

Quantitative data was analyzed using descriptive statistics and multiple regression analysis (Sullivan & Lamorte, 2016) to examine relationships between variables. Qualitative data was recorded, transcribed, and analyzed thematically. Ethical considerations were adhered to throughout the study, including obtaining necessary permissions from the National Council of Science and Technology (NACOSTI) and Karatina University, ensuring respondent anonymity, and obtaining informed consent (Bhandari, 2023).

4. DATA ANALYSIS, FINDINGS, AND DISCUSSION

4.1 Response rate

The study achieved a high overall response rate of 85.9%, with 85.0% for County Assembly staff, 85.7% for MCAs, and varying rates for key informants (66.7% for Speakers, 100% for Clerks, Majority Leaders, and Chief Whips). This high level of participation ensures the reliability and validity of the data, enhancing the representativeness of the sample and the credibility of the findings (Dillman, Smyth, & Christian, 2014). The strong response reflects the importance of understanding the influence of transcription tools on effective communication in County Assemblies within the Central Region of Kenya.

The findings were as shown in Table 1.

Table 1: Questionnaire Response Rate

Category	Respondents	Sample	Responses	Response Rate
Quantitative Sample	County Assembly Staffs	60	51	85.0%
	MCAs	77	66	85.7%

Qualitative Sample	Speakers	3	2	66.7%
	Clerks	3	3	100.0%
	Majority Leaders	3	3	100.0%
	Chief Whips	3	3	100.0%
Total/Average		149	128	85.9%

Source: Field data, 2024

4.2 Demographic Information

The demographic information of the respondents, including gender, age, academic qualifications, and work experience, is presented to provide context for understanding the participants' perspectives on the influence of transcription tools in County Assemblies. Figure 1 illustrates the gender distribution of the respondents. Detailed analysis of these demographic factors will shed light on their potential effect on perceptions and experiences with transcription tools, contributing to comprehension of their role in effective communication within the County Assemblies.

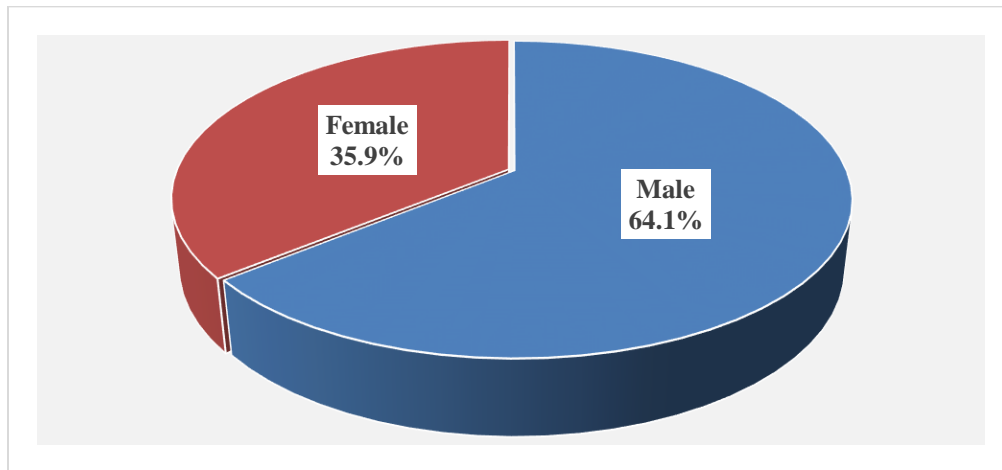


Figure 1: Respondent's Gender

Out of the 117 respondents, 64.1% were male and 35.9% were female. This gender imbalance, with a predominance of male participants, may reflect existing gender disparities in County Assembly staffing and leadership. Understanding this distribution is important for assessing the influence of transcription tools on effective communication across different gender perspectives within the County Assemblies.

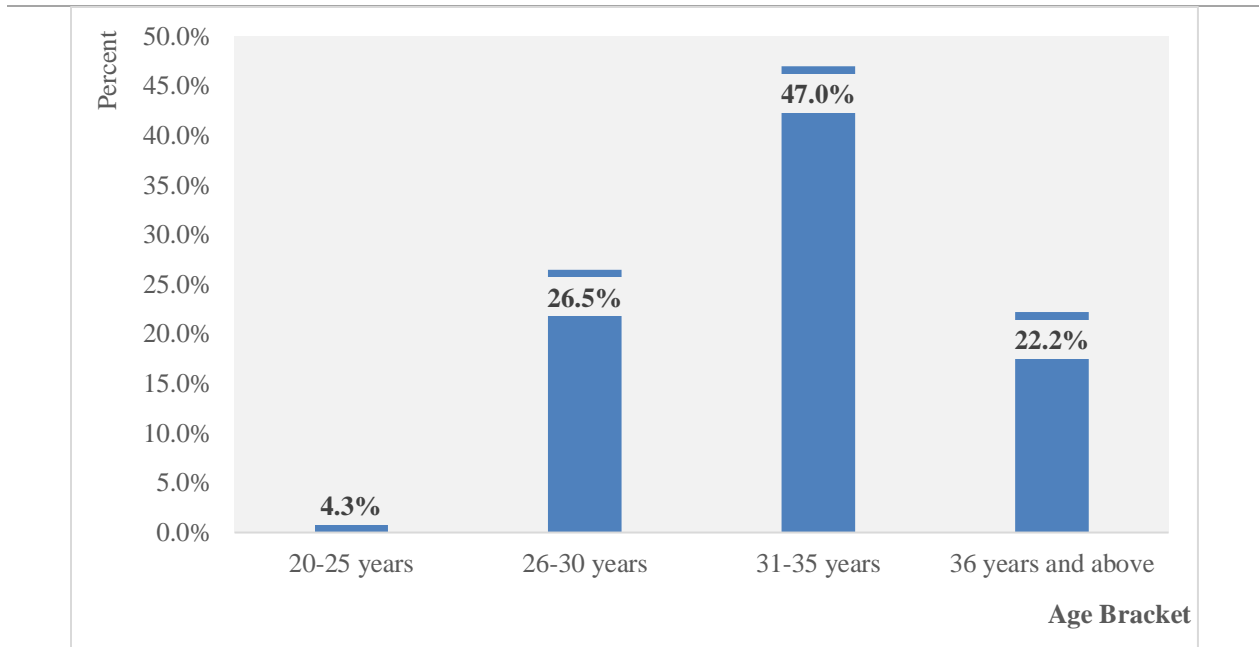


Figure 2: Respondent's Age Bracket

Figure 2 illustrates the age distribution of respondents in different brackets. The majority of respondents fall within the age range of 31-35 years, constituting 47.0% of the total sample. Following this group, 26.5% of respondents are aged between 26-30 years. The remaining respondents are spread across other age brackets, with 22.2% aged 36 years and above, and a smaller proportion, 4.3%, falling within the 20-25 years age bracket. This distribution indicates a relatively diverse age representation among the participants, with a significant portion of respondents in their early thirties, which may reflect the demographic profile of professionals and officials working within County Assemblies.

Understanding the age distribution of respondents is crucial for contextualizing the findings of the study, as different age groups may have distinct perspectives, experiences, and attitudes towards digitisation and effective communication within County Assemblies. Moreover, this information can inform targeted interventions and strategies for enhancing communication processes that cater to the needs and preferences of different age cohorts.

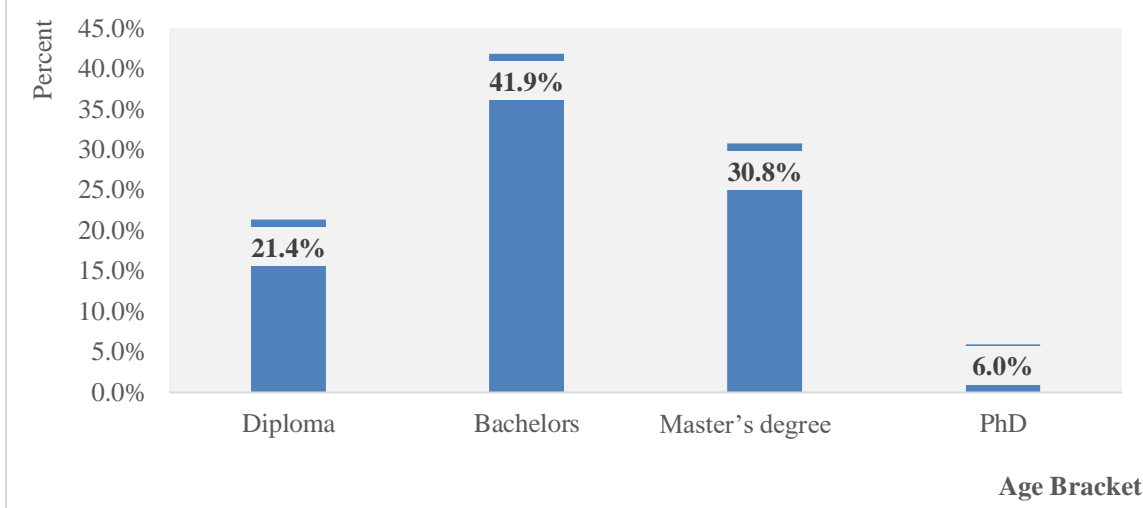


Figure 3: Respondent's Highest Academic Qualification

The majority of respondents (41.9%) hold bachelor's degrees, followed by those with master's degrees (30.8%), diplomas (21.4%), and PhDs (6.0%). This diverse educational background reflects the varied expertise and perspectives among participants. The significant proportion of respondents with postgraduate qualifications suggests a potential for deeper insights into the impact of transcription tools on communication dynamics within the County Assemblies.

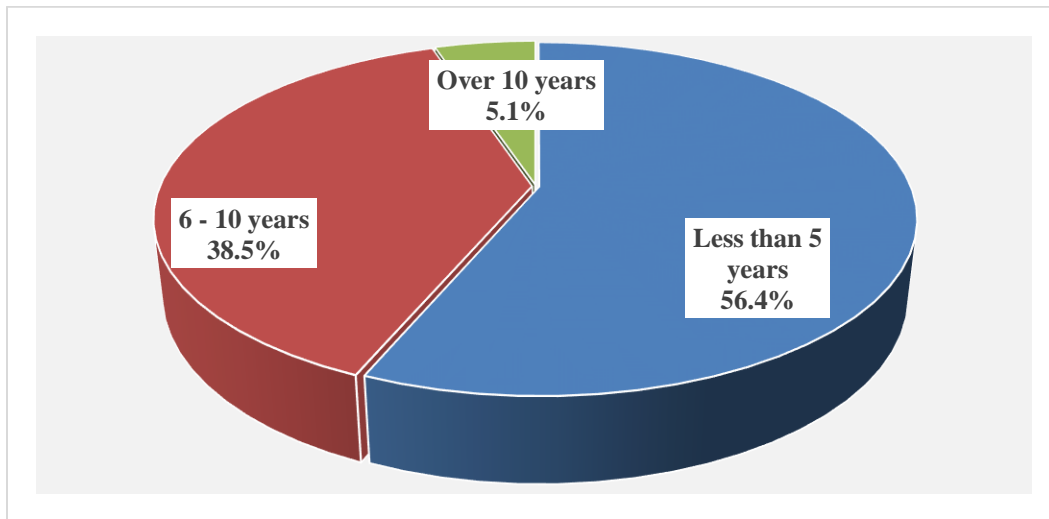


Figure 4: Duration the Respondent Has Worked in their Respective Organization

Figure 4 indicates that the majority of respondents (56.4%) have been employed in their respective organizations for less than five years, followed by 38.5% with 6-10 years of tenure, and 5.1% with over 10 years. This distribution reflects a mix of newer and more experienced staff within the County Assemblies. Understanding this tenure diversity is crucial for analyzing the influence of transcription tools on communication across different levels of institutional knowledge and familiarity with existing communication practices.

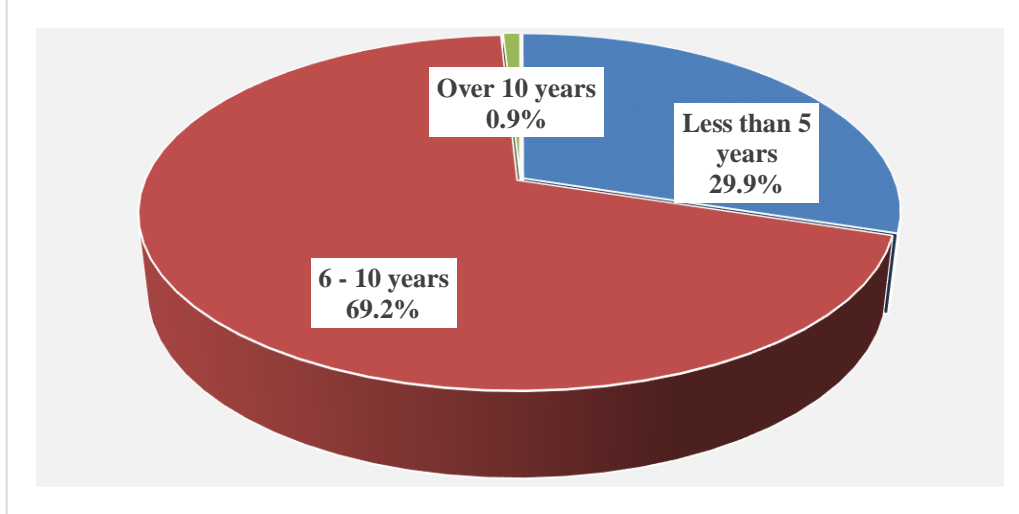


Figure 5: Duration the Respondent Has Worked Using ICT

The majority of respondents (69.2%) have 6-10 years of experience using Information and Communication Technology (ICT), while 29.9% have less than 5 years of experience. A small fraction (0.9%) has over 10 years of experience. This indicates a significant level of ICT familiarity among respondents, which is relevant for assessing their receptiveness to and proficiency in using transcription tools within the County Assembly context.

4.3 Descriptive Findings

In this section, descriptive findings are presented, offering insights into respondents' perceptions regarding transcription tools and effective communication within County Assemblies.

4.3.1 Transcription Tools

Table 2 outlines descriptive findings pertaining to the utilization of transcription tools within County Assemblies, namely voice recognition software, transcription foot pedals, and audio digital recorders. The data is organized based on varying levels of agreement, ranging from strongly disagree to strongly agree.

Table 2: Descriptive Findings for Transcription Tools

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std. Deviation
a) Voice recognition software	12.8	15.4	18.8	29.9	23.1	3.350	1.335
b) Transcription foot pedals	6.8	17.1	32.5	21.4	22.2	3.350	1.199
c) Audio digital recorders	9.4	18.8	29.9	15.4	26.5	3.308	1.303
Average	9.7	17.1	27.1	22.2	23.9	3.336	1.279

Notably, the mean scores indicated a generally positive perception towards these tools, with voice recognition software, transcription foot pedals, and audio digital recorders all garnering mean scores above 3.0, suggesting a favorable attitude towards their effectiveness in facilitating transcription processes and communication within County Assemblies (Trochim, 2006). The standard deviations accompanying the mean scores indicated the degree of dispersion in respondents' perceptions, with relatively consistent responses observed across the different transcription tools. However, the presence of some variability suggests the importance of considering individual preferences and experiences when evaluating the efficacy of these tools in enhancing communication practices (Creswell & Creswell, 2017). These descriptive findings underscore the significant role of transcription tools in supporting efficient communication processes within County Assemblies, serving as a foundation for further analysis on their impact and implications.

4.3.2 Effective Communication

Table 3 presents descriptive findings regarding effective communication within County Assemblies, focusing on perceptions of communication effectiveness, the impact of digitisation on Hansard production, and access to communication tools and resources. Responses are categorized based on levels of agreement, ranging from strongly disagree to strongly agree.

Table 3: Descriptive Findings for Effective Communication

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Std. Deviation
a) Communication within the County Assembly is highly effective.	0.9	6.0	31.6	38.5	23.1	3.769	0.904
b) The digitisation of Hansard production has improved communication efficiency.	0.0	8.5	21.4	45.3	24.8	3.863	0.890
c) Access to communication tools and resources is sufficient for effective communication.	0.0	4.3	29.1	42.7	23.9	3.863	0.829
Average	0.3	6.3	27.4	42.2	23.9	3.832	0.874

Overall, respondents expressed positive perceptions towards effective communication within County Assemblies and the role of digitisation in improving communication efficiency. The mean

scores for all three statements indicate agreement with the effectiveness of communication processes and the benefits of digitisation. Specifically, respondents generally agreed that communication within the County Assembly is highly effective, with a mean score of 3.769. Furthermore, they acknowledged that the digitisation of Hansard production has improved communication efficiency, as evidenced by a mean score of 3.863. Additionally, respondents indicated that access to communication tools and resources is sufficient for effective communication, reflected in a mean score of 3.863.

The standard deviations accompanying the mean scores indicate the degree of dispersion in respondents' perceptions. Relatively low variability was observed across the different statements, suggesting a consensus among respondents regarding the effectiveness of communication processes and the benefits of digitisation. These findings highlight the importance of investing in communication technologies and resources to support effective governance and decision-making processes within County Assemblies.

4.4 Inferential Findings

This section aims to discern how the adoption of transcription tools influences communication efficacy. Through statistical analysis encompassing R-squared determination, ANOVA tests, and model coefficients, the section elucidates the extent to which transcription tools contribute to fostering effective communication practices within County Assemblies.

Table 4: R² for Relationship between Transcription Tools and Effective Communication

R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
.685a	0.469	0.465	0.590	1.604
a Predictors: (Constant), Transcription Tools				
b Dependent Variable: Effective Communication				

The coefficient of determination (R-squared) in Table 4 indicates that approximately 46.9% of the variance in effective communication within County Assemblies can be explained by the use of transcription tools. This suggests a moderate level of association between the adoption of transcription tools and the enhancement of effective communication practices. The Durbin-Watson statistic is close to 2, indicating no significant autocorrelation present in the regression residuals.

Table 5: ANOVA for Relationship between Transcription Tools and Effective Communication

	Sum of Squares	df	Mean Square	F	Sig.
Regression	35.410	1	35.410	101.626	.000b
Residual	40.070	115	0.348		
Total	75.480	116			
a Dependent Variable: Effective Communication					
b Predictors: (Constant), Transcription Tools					

The ANOVA results in Table 5 demonstrate that the regression model involving transcription tools as a predictor significantly explains the variance in effective communication practices within County Assemblies ($F = 101.626, p < 0.001$). The regression coefficient for transcription tools is statistically significant, suggesting that the use of transcription tools is associated with a significant improvement in effective communication.

Table 6: Model Coefficients for Relationship between Transcription Tools and Effective Communication

	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
(Constant)	2.271	0.164		13.821	0.000
Transcription Tools	0.469	0.046	0.685	10.081	0.000

a Dependent Variable: Effective Communication

In Table 6, the coefficient for transcription tools (0.469) indicates that for every one-unit increase in the utilization of transcription tools, there is a predicted increase of 0.469 units in effective communication within County Assemblies. This coefficient is statistically significant ($p < 0.001$), highlighting the substantial influence of transcription tools on fostering effective communication practices.

The multiple linear regression model for this study, based on the provided data, can be expressed as follows:

$$\text{Effective Communication} = 2.271 + 0.469 (\text{Transcription Tools}) + \epsilon$$

Where:

Effective Communication is the dependent variable, representing the perceived level of communication effectiveness within County Assemblies.

Transcription Tools is the independent variable, representing the extent of utilization of transcription tools (voice recognition software, transcription foot pedals, and audio digital recorders) in the County Assemblies.

2.271 is the intercept, indicating the predicted level of effective communication when the use of transcription tools is zero.

0.469 is the coefficient for transcription tools, indicating that for every one-unit increase in the use of transcription tools, effective communication is predicted to increase by 0.469 units.

ϵ is the error term, representing the variability in effective communication that is not explained by the use of transcription tools.

This model suggests that the use of transcription tools has a positive and statistically significant impact on effective communication within County Assemblies. However, it is important to note that this model is based on the specific context and data of this study, and may not be generalizable

to other contexts. Additionally, the model explains only 46.9% of the variance in effective communication, indicating that other factors also play a role.

Overall, these findings provide compelling evidence that the adoption of transcription tools contributes significantly to enhancing communication effectiveness within County Assemblies. The use of these tools appears to facilitate information exchange, streamline communication processes, and promote transparency and accountability. This is consistent with previous research highlighting the potential of digital tools to improve parliamentary communication and governance (World e-Parliament Report, 2018; Inter-Parliamentary Union, 2014).

However, it is essential to acknowledge that effective communication is a multifaceted phenomenon influenced by various factors beyond technology. Factors such as organizational culture, leadership styles, and interpersonal relationships also play a crucial role. Therefore, while transcription tools are valuable assets, they should be viewed as part of a broader strategy for enhancing communication within County Assemblies, alongside other interventions aimed at fostering a culture of open dialogue, collaboration, and mutual understanding.

5. CONCLUSION AND RECOMMENDATION

5.1 Conclusion

This study has delved into the influence of transcription tools on effective communication within County Assemblies in the Central region of Kenya. The findings underscore a significant and positive relationship between the adoption of transcription tools and enhanced communication practices. This is evidenced by the high response rates, indicating the perceived importance of this issue among stakeholders, and the positive attitudes towards the utilization of transcription tools, as reflected in the descriptive findings.

The inferential findings further substantiate this relationship, with the regression analysis revealing that the use of transcription tools explains a substantial portion of the variance in effective communication. The significant regression coefficient and the ANOVA results provide statistical evidence supporting the positive impact of transcription tools on communication outcomes. These findings align with global trends and previous research, which highlight the potential of digital tools to improve parliamentary communication and governance.

However, the study also acknowledges that effective communication is a complex phenomenon influenced by various factors beyond technology. Organizational culture, leadership styles, and interpersonal relationships also play a crucial role. Therefore, while transcription tools are valuable assets, they should be viewed as part of a broader strategy for enhancing communication within County Assemblies, alongside other interventions aimed at fostering a culture of open dialogue, collaboration, and mutual understanding.

5.2 Recommendations

Based on the study's findings, several recommendations are proposed to enhance the adoption and utilization of transcriptions tools, thereby fostering effective communication within County Assemblies:

Investing in comprehensive training programs for staff members on the utilization of transcription tools is imperative. Such training should emphasize best practices for accurate and efficient transcription, ensuring that staff members are equipped with the necessary skills to maximize the benefits of these tools. Furthermore, developing clear guidelines and standard operating procedures for the use of transcription tools will ensure consistency and quality in the production of transcripts. Adequate resources, both budgetary and personnel-related, should be allocated to support the ongoing maintenance and upgrading of transcription tools and associated infrastructure. Moreover, fostering a culture of transparency and accountability by making transcripts readily available to the public through online platforms and other accessible channels will further enhance communication effectiveness.

Enacting legislation or regulations that mandate the use of transcription tools in all County Assemblies is a critical step towards standardizing practices and facilitating inter-assembly collaboration. Establishing a central repository for storing and archiving transcripts from all County Assemblies would promote accessibility and knowledge sharing, enabling legislators and the public to easily access and utilize this valuable information. Additionally, allocating funding for research and development of innovative transcription tools tailored to the specific needs and contexts of County Assemblies would ensure that these tools are optimized for local use. Encouraging partnerships between County Assemblies and academic institutions can also facilitate knowledge exchange and capacity building in the realm of transcription technology.

This study contributes to the Uses and Gratification theory by highlighting the diverse motivations driving the use of transcription tools in County Assemblies. The findings can inform further research on how different stakeholders perceive and utilize these tools to fulfill their specific needs and desires. Furthermore, the study contributes to the Media System Dependency theory by demonstrating the potential for transcription tools to become a primary source of information about legislative activities. This insight can be used to explore the implications of dependency on technology for communication and decision-making processes within County Assemblies. Lastly, this research lays the groundwork for developing a theoretical framework that specifically addresses the role of transcription tools in enhancing communication effectiveness within legislative settings. This framework could incorporate insights from both the U&G and MSD theories, as well as other relevant communication and technology theories.

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