

## ABSTRACT

The study was conducted in at the EAC headquarters offices in Arusha, Tanzania with the aim of evaluating the effectiveness of ICT systems in complementing regional integration efforts of the East African Community (EAC). There have been some efforts within the EAC region and EAC secretariat to implement the use of ICT Systems and to better facilitate integration process. However, this has not yielded much result as most of the systems are disintegrated and underutilized. One of the major challenges to the coordinating committees and organs is publicity of the programmes and projects being carried within the region. This is as a result of disharmony between the activities on the ground and the perception or the information that reaches the public.

This study was therefore targeted at identifying how effective use of ICT systems at the EAC secretariat supports the integration process as well as and ease communication between the secretariat and the partner states, and the society in general. Provision of accurate, concise and timely information at the right place in the form required is a vital function in order to ensure that the objectives of integration are realised. ICTs can have substantial impact on regional integration if they are effectively implemented and used.

The mission of EAC is to widen and deepen economic, political, social and cultural integration in order to improve the quality of lives of the people of East Africa. In attaining these, there is need for member countries to come up with a well coordinated regional ICT infrastructure backbone which will facilitate faster internet connectivity even to the remote areas as well as also to harmonize and adopt cross-border laws that will govern and give guidelines on usage of ICT resources

The study concluded that the links on communication between EAC Headquarters with Coordinating Ministries in the Partner states, relevant departments, regional blocs, Africa Union, other organs and institutions of EAC and citizens general should be reviewed and makes strategies for better and effective implementation. An observatory on ICT and regional integration should be established to research, monitor, scan, pool, evaluate and disseminate progress, trends, success stories and knowledge to stakeholders

