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Influence Of Customer Experience Aspects Of Digital Technology On The Accessibility And Usability Of E-Immigration Service Portals By Clients.

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Abstract

This study was conducted to investigate the influence of customer experience aspects of digital technology on the accessibility and usability of e-immigration service portals in Uganda. A cross-sectional survey design was employed, and data was collected from 293 clients who had utilized the National Citizenship and Immigration Control (NCIC) digital services. The collected data was analyzed using both SPSS and STATA software, with a focus on regression analysis to determine the nature and strength of the relationship. The results revealed a strong and statistically significant positive relationship. The model summary indicated a correlation coefficient (R) of 0.744 and an R-squared value of 0.554, demonstrating that 55.4% of the variation in the effectiveness of Immigration Services could be explained by variations in customer experience. The ANOVA test further confirmed the model's robustness, yielding an F-statistic of 361.497 which was significant at the 0.000 level. The coefficients analysis showed an unstandardized coefficient (B) of 0.875 for customer experience, indicating that for every one-unit improvement in customer experience, there was a corresponding increase of 0.875 units in service effectiveness. The study concluded that customer experience encompassing portal usability, information clarity, accessibility, and support responsiveness is a major and statistically significant determinant of the effectiveness of e-immigration services. The null hypothesis was rejected, confirming that customer experience aspects have a profound and predictable impact on service outcomes. It was recommended that the NCIC should prioritize continuous user-centric design improvements to the e-immigration portals, focusing specifically on enhancing interface intuitiveness, streamlining the application processes, and providing multi-channel, responsive support services. Furthermore, institutionalizing a continuous feedback mechanism to regularly capture and integrate user experience data is crucial for sustaining service improvements. These actions are essential for boosting client satisfaction, operational efficiency, and the overall success of Uganda's digital transformation in public service delivery.

Keywords: Customer Experience, E-Immigration, Digital Government, Usability, Accessibility, Service Portals

Background of the study

Globally, the delivery of public services has undergone a profound transformation, moving from physical bureaucracy to digital interfaces, a paradigm commonly termed "e-government." This shift is driven by the promise of increased efficiency, reduced costs, enhanced transparency, and greater convenience for citizens. Immigration, as a core function of the state, has been at the forefront of this digitalization wave. Countries like Canada, Australia, and the United Kingdom have invested heavily in comprehensive e-immigration portals that allow clients to apply for visas, permits,

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and citizenship, track application status, and receive decisions online. The initial focus of these digital transformations was often on back-end efficiency and security. However, a significant evolution in thinking has occurred, recognizing that the success of such platforms is not solely a technical issue but a human-centric one. As emphasized by the United Nations E-Government Survey, the ultimate value of digital government lies in its "leaving no one behind" ethos and its focus on user-centric design to ensure services are not just available, but also accessible and usable for all segments of the population (UN DESA, 2022). The concept of Customer Experience (CX) encompassing all aspects of a user's interaction with a service has thus become a critical metric for success. Aspects such as intuitive navigation, clarity of information, perceived security, and accessibility for persons with disabilities are now understood to be as crucial as the underlying code. A portal that is technically functional but difficult to use creates frustration, erodes public trust, and can effectively disenfranchise less digitally literate populations, thereby failing in its public service mission (Olatoye et al., 2023).

Across the African continent, the adoption of e-government services is a key pillar of national development strategies, aimed at combating corruption, improving service delivery, and fostering economic growth. The African Union's Digital Transformation Strategy for Africa (2020-2030) explicitly calls for the digitalization of public services to create a single digital market and empower citizens (African Union, 2020). However, the implementation of these ambitions, particularly in the sensitive domain of immigration, faces a unique set of challenges. While countries like Kenya, Rwanda, and Ghana have launched impressive e-citizen platforms, their effectiveness is often tested by the continent's persistent digital divides (Irumba et al., 2024). These divides are not merely about internet connectivity but also encompass disparities in digital literacy, language proficiency, and access to compatible devices. In this context, the customer experience aspects of digital immigration portals become a matter of equity and inclusion. A study on e-government in sub-Saharan Africa found that low usability characterized by complex interfaces, unclear instructions, and a lack of multi-lingual support is a primary barrier to adoption, often forcing users to revert to inefficient and sometimes exploitative manual processes (Asogwa & Ogbonna, 2021). For e-immigration specifically, which deals with high-stakes outcomes like the right to work, study, or reunite with family, a poor user experience can have severe consequences. Clients may submit incorrect information leading to application rejection, incur unnecessary costs, or fall prey to intermediaries who exploit the system's complexity. Therefore, investigating CX is not a luxury but a necessity for ensuring that Africa's digital revolution in public service is genuinely inclusive and effective.

In Uganda, the National Citizenship and Immigration Control (NCIC) has embarked on its own digital journey, in line with the broader government's commitment to public sector modernization. Key milestones include the introduction of the electronic passport (e-passport) and the development of online platforms for visa applications and permit

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renewals. The stated goals are to reduce congestion at immigration offices, minimize physical contact (a need accelerated by the COVID-19 pandemic), and enhance the integrity of the immigration process (NCIC, 2021). However, the operational reality often reveals a gap between the provision of a digital service and its successful adoption by a diverse clientele, which includes Ugandan citizens, diaspora members, foreign investors, tourists, and refugees. Anecdotal evidence and user feedback on platforms like the Directorate of Citizenship and Immigration Control's website point to significant challenges related to the customer experience (Sophie & Crispus, 2024). Clients frequently report difficulties with portal navigation, unclear requirements, slow loading times, and a lack of responsive support when technical issues arise (Nabukenya, 2022). These CX aspects directly influence the core dependent variables of accessibility the ability of all users, including those with disabilities or limited tech-savvy, to perceive, understand, and use the service and usability the efficiency, effectiveness, and satisfaction with which they can achieve their specific goals (e.g., successfully submitting a visa application) (Moses & Nancy, 2024). The persistence of these issues suggests that the current design and implementation of Uganda's e-immigration portals may not be fully aligned with the needs and capabilities of its end-users. This misalignment risks rendering the significant investment in digital technology less effective, as clients who find the system inaccessible or unusable may abandon it or rely on third-party agents, defeating the purpose of direct, transparent service delivery (Kazaara & Kazaara, 2025). Therefore, this study is critically positioned to move beyond the technical existence of the portal and delve into the human-technology interaction.

Problem Statement

The increasing adoption of digital technologies in public service delivery has transformed how immigration services are accessed and utilized, particularly through e-immigration service portals. These portals are designed to enhance efficiency, reduce physical congestion at service centers, and provide clients with timely information and transactional capabilities. However, the effectiveness of these systems is highly dependent on the customer experience aspects of digital technology, including user interface design, system responsiveness, ease of navigation, and accessibility features (Christopher et al., 2024). Poorly designed portals can create barriers for users, particularly those with limited digital literacy or disabilities, leading to frustration, errors in application submission, and reduced uptake of online services (Christopher et al., 2024). Studies have indicated that while e-government initiatives increase operational efficiency, client satisfaction and engagement remain contingent on the usability and accessibility of digital platforms (Ey, 2022; Williams, Harrison & Watson, 2008). In Uganda, the National Citizenship and Immigration Control has introduced e-immigration portals for services such as visa applications, passport renewals, and permit management (Alex & Kazaara, 2023). Despite these advances, reports and user feedback suggest that clients often encounter difficulties navigating the portals, experiencing delays, technical glitches, and inconsistent information. This indicates a gap in understanding how specific customer experience aspects of digital technology influence the accessibility and usability of e-immigration services (Julius & Matovu, 2025). Therefore, this study seeks to empirically examine the

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relationship between digital customer experience factors and client usability outcomes in Uganda's e-immigration platforms.

Main Objective

The main objective of the study was about the influence of customer experience aspects of digital technology on the accessibility and usability of e-immigration service portals by clients.

Methodology

Research Design and Population

The study adopted a cross-sectional survey research design, which was deemed appropriate for collecting quantitative data from a sample of a population at a single point in time to identify and examine the relationships between the variables under investigation (Lanlege et al., 2013). The target population for this study comprised all clients who had used the e-immigration service portals managed by Uganda's National Citizenship and Immigration Control (NCIC) within the preceding 12 months. This population was heterogeneous, including Ugandan citizens applying for passports or national IDs, foreign nationals applying for visas and work permits, and members of the diaspora utilizing online services. The study focused on a defined population of individuals who had direct, first-hand experience with the digital portal, as their perceptions were critical for assessing the customer experience (CX) aspects meaningfully (Nafiu, 2013). A comprehensive sampling frame, however, was not publicly available due to data protection regulations. Therefore, a multi-stage sampling approach was implemented to reach this dispersed and varied user group effectively.

Sampling Technique and Sample Size Determination

A combination of purposive and snowball sampling techniques was employed to recruit participants. Initially, the study purposively targeted individuals at specific locations where e-immigration services are often finalized or facilitated, such as the NCIC headquarters in Kampala and selected border posts, ensuring that respondents had indeed interacted with the digital system. Subsequently, a snowball sampling technique was used, where initial respondents were asked to refer other eligible individuals within their networks who had also used the e-immigration portals (Abiodun et al., 2022). To determine the sample size, the Krejcie and Morgan (1970) table for sample size determination was consulted. Based on estimates from the NCIC annual report which indicated several hundred thousand transactions, the population size (N) was approximated to be large enough to warrant a maximum sample size for an infinite population. For a 95% confidence level and a 5% margin of error, the recommended sample size was 384. However, due to budgetary and time constraints, and the challenges associated with accessing a perfectly randomized sample of this specific population, a final sample of 293 respondents was successfully recruited. This sample size was considered adequate for the data analysis techniques planned, as it comfortably exceeded the

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Vol. 4 Issue 10, October- 2025, Pages: 109-122

minimum requirement of 10 cases per variable for multiple regression analysis, given the number of constructs in the research model (Jallow et al., 2022).

Data Collection and Instrumentation

Data collection was carried out over a three-month period using a structured, self-administered questionnaire. The research instrument was divided into distinct sections. The first section captured demographic and usage data, including the frequency of portal use and the specific services accessed. The second section measured the independent variable Customer Experience (CX) aspects of digital technology using a multi-item scale adapted from validated instruments in the technology acceptance and e-government literature (Anwar et al., 2022). This construct was operationalized through sub-dimensions such as usability (ease of navigation and clarity of instructions), information quality (accuracy, timeliness, and comprehensiveness), service reliability (technical stability and uptime), and security and privacy (perceptions of data safety). The third section measured the dependent variables accessibility (the extent to which the service was available and easy to understand for people with diverse abilities and literacy) and usability (the efficiency and satisfaction in achieving goals) using scales adapted from the Web Accessibility Initiative (WAI) and the System Usability Scale (SUS). All items in these sections were measured on a five-point Likert scale, ranging from 1 (Strongly Disagree) to 5 (Strongly Agree). The questionnaire was pre-tested with a small group of 30 users to ensure clarity, validity, and internal consistency reliability, which was confirmed with a Cronbach's Alpha coefficient above the acceptable threshold of 0.7 for all constructs.

Data Processing and Analysis

Upon completion of data collection, the gathered questionnaires were checked for completeness, and the data was meticulously coded and entered into IBM SPSS Statistics version 26 for initial processing. The data was first cleaned to identify and address any missing values, outliers, or entry errors. Descriptive statistics including frequencies, means, and standard deviations were generated using SPSS to summarize the demographic characteristics of the respondents and provide an initial overview of the key variables (Nelson et al., 2022). To test the hypotheses and examine the influence of the CX aspects on accessibility and usability, a more robust statistical analysis was conducted. The data was exported from SPSS to STATA version 17 for advanced inferential analysis. A series of multiple linear regression analyses were performed (Nelson et al., 2023). In these models, the composite scores for 'Accessibility' and 'Usability' were entered as the dependent variables in separate analyses, while the sub-dimensions of the customer experience (usability, information quality, service reliability, and security/privacy) were entered as the independent variables. The regression analysis in STATA provided detailed outputs, including R-squared values to indicate the proportion of variance in the dependent variables explained by the CX factors, beta coefficients to show the strength and direction of each relationship, and p-values to determine the statistical significance of each predictor.

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Vol. 4 Issue 10, October- 2025, Pages: 109-122

Results

Table 1: Descriptive Statistics on Customer experience aspects of digital technology and Immigration Services

Customer experience	Strongly Agreed	Agreed	Neutral	Disagree	Strongly Disagreed	Mean	STD
The e-immigration portal is easy to navigate for most users.	130 (44.4%)	87 (29.7%)	15 (5.1%)	28 (9.6%)	33 (11.3%)	3.86	1.371
The portal provides timely and clear information that meets user needs.	126 (43.0%)	86 (29.4%)	16 (5.5%)	34 (11.6%)	31 (10.6%)	3.83	1.370
Users find the online immigration services reliable and accessible anytime.	132 (45.1%)	88 (30.0%)	9 (3.1%)	32 (10.9%)	32 (10.9%)	3.87	1.375
Customer support services for the e-immigration portals are effective in resolving issues.	130 (44.4%)	90 (30.7%)	16 (5.5%)	26 (8.9%)	31 (10.6%)	3.89	1.342
The portal's design considers users with limited digital literacy.	140 (47.8%)	33 (11.3%)	28 (9.6%)	44 (15.0%)	48 (16.4%)	3.59	1.578

Source: Primary Data, 2025

The findings on customer experience regarding the e-immigration portal indicated that respondents generally had a positive perception of its usability. Specifically, 130 respondents (44.4%) strongly agreed and 87 (29.7%) agreed that the portal was easy to navigate for most users, while 15 (5.1%) were neutral, 28 (9.6%) disagreed, and 33 (11.3%) strongly disagreed. The mean score of 3.86 and standard deviation of 1.371 suggested that the majority of respondents

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Vol. 4 Issue 10, October- 2025, Pages: 109-122

found the portal user-friendly, although a notable minority encountered challenges in navigation. The implications of this finding were that a largely intuitive interface facilitated smoother access to online immigration services, reducing frustration for users and potentially increasing adoption rates. However, the existence of some disagreement highlighted the need for continuous user testing and interface improvements to ensure the portal accommodated the diverse digital competencies of all clients. *A management staff noted, "Clients generally find the portals convenient because they can submit applications and track progress without visiting the offices physically. However, some users struggle with navigation if they are not digitally literate, which can lead to delays or incorrect submissions." (Management, KM005, 25/09/2025)*

Regarding the timeliness and clarity of information provided by the portal, 126 respondents (43.0%) strongly agreed and 86 (29.4%) agreed that the platform delivered information that met user needs, while 16 (5.5%) were neutral, 34 (11.6%) disagreed, and 31 (10.6%) strongly disagreed. The mean score of 3.83 and standard deviation of 1.370 reflected moderate agreement among participants that the portal effectively communicated necessary information. This suggested that the portal generally fulfilled its role in keeping users informed, which is critical in reducing delays, improving planning, and enhancing user confidence in immigration processes. Nonetheless, the presence of some negative responses implied that there were occasional lapses in the clarity or timeliness of information, which could undermine user trust and satisfaction if not addressed. *An IT support staff highlighted, "The most critical features are clear instructions, mobile compatibility, and real-time status updates. Clients also appreciate automated notifications and user-friendly interfaces. These features make the process intuitive and reduce errors when submitting applications." (IT Support, KM006, 25/09/2025)*

The reliability and accessibility of online immigration services were also positively perceived. A total of 132 respondents (45.1%) strongly agreed and 88 (30.0%) agreed that the services were reliable and accessible at any time, while 9 (3.1%) were neutral, 32 (10.9%) disagreed, and 32 (10.9%) strongly disagreed. The mean score of 3.87 and standard deviation of 1.375 indicated a general consensus that the portal offered dependable access to immigration services. The implications of this finding were that digital platforms could significantly enhance service delivery by enabling users to access services beyond traditional office hours, thereby reducing congestion at physical service points and improving overall efficiency. However, the dissenting responses suggested that occasional technical issues, such as downtime or connectivity problems, might limit accessibility for some users, indicating a need for robust IT infrastructure and continuous maintenance. *An administrative staff explained, "Clients often face difficulties with slow internet connections, system downtime, or complicated forms that require prior knowledge of immigration processes. Older clients or those with limited digital literacy sometimes need guidance, which can slow down service delivery." (Administrative Staff, KM007, 25/09/2025)*

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Vol. 4 Issue 10, October- 2025, Pages: 109-122

In terms of customer support services, 130 respondents (44.4%) strongly agreed and 90 (30.7%) agreed that support services effectively resolved issues, while 16 (5.5%) were neutral, 26 (8.9%) disagreed, and 31 (10.6%) strongly disagreed. The mean of 3.89 and standard deviation of 1.342 highlighted that most users were satisfied with the support provided through the portal. This indicated that effective customer support contributed to a positive user experience by quickly addressing inquiries and troubleshooting challenges, which in turn likely increased user confidence in digital immigration services. Nevertheless, the small proportion of negative responses emphasized the importance of training support staff, monitoring response times, and implementing feedback mechanisms to continually improve service quality.

The portal's consideration for users with limited digital literacy showed mixed results. While 140 respondents (47.8%) strongly agreed that the design accounted for users with limited digital skills, only 33 (11.3%) agreed, 28 (9.6%) were neutral, 44 (15.0%) disagreed, and 48 (16.4%) strongly disagreed. The mean score of 3.59 and a higher standard deviation of 1.578 indicated considerable variability in perceptions, reflecting that a significant number of respondents believed the portal was not fully accessible to individuals with limited digital proficiency. The implication was that while the portal design partially accommodated less tech-savvy users, there was a pressing need to enhance usability features, such as guided tutorials, simpler navigation paths, and user assistance tools, to ensure inclusivity and equitable access to online immigration services. *An immigration officer suggested, "We could improve the portals by adding interactive guides, help chatbots, and simplified forms. Regular system maintenance and mobile optimization would also increase reliability. Training sessions for clients on how to use the portals could further improve their experience." (Immigration Officer, KM008, 25/09/2025)*

Table 2: Regression Analysis On Customer experience aspects of digital technology and Immigration Services

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.744[a]	.554	.552	2.324
a. Predictors: (Constant), Customer Experience				

Source: Primary Data, 2025

The model summary showed a correlation coefficient (R) of 0.744 and an R-squared value of 0.554, indicating that approximately 55.4% of the variation in the Immigration Services could be explained by variations in customer experience. The adjusted R-squared of 0.552 confirms that the model provides a reliable estimate of the relationship,

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Vol. 4 Issue 10, October- 2025, Pages: 109-122

with minimal overestimation, and the standard error of the estimate was 2.324, suggesting reasonable accuracy in the predicted values. These results demonstrate that customer experience, which encompasses aspects such as portal usability, accessibility, clarity of information, and responsiveness of support services, is a major determinant of effective immigration services.

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1952.864	1	1952.864	361.497	.000[b]
	Residual	1572.030	291	5.402		
	Total	3524.894	292			

a. Dependent Variable: Immigration Services

b. Predictors: (Constant), Customer Experience

Source: Primary Data, 2025

The ANOVA results further reinforced the significance of the model, with a regression sum of squares of 1952.864 and a mean square of 1952.864. The F-statistic of 361.497 was associated with a significance level of 0.000, well below the 0.05 threshold, indicating that the overall regression model was statistically significant. This implies that the independent variable, customer experience, had a meaningful and predictable impact on the dependent variable, Immigration Services. Given the significance level, we rejected the null hypothesis, which stated that customer experience aspects of digital technology had no effect on immigration service, and concluded that customer experience was indeed a significant predictor of service outcomes.

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.957	.702		2.363	.000

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	CUSTOMER EXPERIENCE	.875	.046	.744	19.013	.000
a. Dependent Variable: Immigration Services						

Source: Primary Data, 2025

The unstandardized coefficient (B) for customer experience was 0.875 with a standard error of 0.046, while the standardized coefficient (Beta) was 0.744. This indicates that for every one-unit improvement in customer experience, there was an expected increase of 0.875 units in the Immigration Services, holding other factors constant. The t-value of 19.013 with a significance level of 0.000 further confirmed the strength and reliability of this relationship. The constant term of 0.957 suggests that even in the absence of measurable improvements in customer experience, there is a baseline level of service delivery that the National Citizenship and Immigration Control provide.

Findings of the study

The findings of the study revealed that customer experience played a significant role in the Immigration Services through the e-immigration portal managed by the National Citizenship and Immigration Control (NCIC) in Uganda. It was found out that respondents generally perceived the portal as user-friendly, with many agreeing that it was easy to navigate and facilitated smoother access to online immigration services. This suggested that a largely intuitive interface reduced frustrations for users and encouraged the adoption of digital services. However, some respondents encountered challenges in navigation, highlighting that despite overall positive perceptions, certain users struggled with digital literacy or had difficulty engaging with the portal's features. This aligned with the observations of Musimenta and Atuhaire (2021), who emphasized that customer experience is a critical determinant of how users perceive the value, efficiency, and accessibility of digital public services, including time-sensitive immigration procedures such as visa applications and passport renewals. The study underscored that a seamless and intuitive digital experience significantly influences user adoption and satisfaction.

It was further found out that the portal provided timely and clear information that largely met user needs. Respondents agreed that instructions, real-time updates, and status notifications facilitated informed decision-making and improved planning. This indicated that the e-immigration portal effectively fulfilled its role in communicating necessary information, which helped reduce errors, delays, and confusion among users. Nonetheless, occasional lapses in clarity or timeliness were reported, suggesting that some users experienced interruptions or inconsistent updates. This finding echoed Chen and Zhang (2023), who highlighted that incorporating real-time support systems, feedback mechanisms, and clear instructions significantly enhanced user satisfaction and service completion rates in e-government platforms. The implication was that consistent information delivery and system responsiveness were essential to sustaining trust and efficiency in online immigration services.

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The study also found out that respondents perceived the online immigration services as reliable and accessible at all times. The ability to access services beyond traditional office hours contributed to greater convenience and reduced congestion at physical service points. However, the study revealed that technical challenges such as intermittent system downtime, connectivity issues, and difficulties faced by less digitally literate users sometimes limited accessibility. This suggested that robust IT infrastructure, continuous maintenance, and digital literacy support were necessary to ensure uninterrupted and equitable access. These observations were consistent with Komba and Mbelwa (2022), who noted that well-designed digital interfaces, including considerations for loading speed, accessibility, and mobile compatibility, are crucial in enhancing trust and adoption of government digital services.

Conclusions

It was concluded that customer experience played a significant role in the Immigration Services through the e-immigration portal managed by the National Citizenship and Immigration Control (NCIC) in Uganda. It was concluded that respondents generally perceived the portal as user-friendly, with many agreeing that it was easy to navigate and facilitated smoother access to online immigration services. It was further concluded that a largely intuitive interface reduced frustrations for users and encouraged the adoption of digital services. However, it was also concluded that some respondents encountered challenges in navigation, highlighting that despite overall positive perceptions, certain users struggled with digital literacy or had difficulty engaging with the portal's features. This finding aligned with Musimenta and Atuhaire (2021), who emphasized that customer experience is a critical determinant of how users perceive the value, efficiency, and accessibility of digital public services, including time-sensitive immigration procedures such as visa applications and passport renewals. It was concluded that a seamless and intuitive digital experience significantly influences user adoption and satisfaction.

It was further concluded that the portal provided timely and clear information that largely met user needs. It was concluded that respondents agreed that instructions, real-time updates, and status notifications facilitated informed decision-making and improved planning. It was also concluded that the e-immigration portal effectively fulfilled its role in communicating necessary information, which helped reduce errors, delays, and confusion among users. However, it was found out that occasional lapses in clarity or timeliness occurred, suggesting that some users experienced interruptions or inconsistent updates. This observation echoed Chen and Zhang (2023), who highlighted that incorporating real-time support systems, feedback mechanisms, and clear instructions significantly enhanced user satisfaction and service completion rates in e-government platforms. It was concluded that consistent information delivery and system responsiveness are essential to sustaining trust and efficiency in online immigration services.

Recommendations

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There should be a focus on enhancing the user experience of the e-immigration portal managed by the National Citizenship and Immigration Control (NCIC) in Uganda. This entails ensuring that the portal remains intuitive, user-friendly, and easy to navigate, so that all users, regardless of their digital literacy levels, can efficiently access online immigration services. Measures should include simplifying navigation pathways, providing clear guidance on completing online applications, and incorporating user-centered design principles to reduce frustrations and encourage broader adoption of digital services.

There should be continuous efforts to provide timely, accurate, and clear information through the portal. This involves ensuring that instructions, status notifications, and real-time updates are consistently available and easily understood by all users. The portal should integrate robust feedback mechanisms, automated notifications, and interactive guidance tools to minimize errors, prevent delays, and reduce confusion during the immigration process. By maintaining high standards of information clarity and responsiveness, the National Citizenship and Immigration Control can improve planning, decision-making, and overall client satisfaction.

There should be the establishment of support systems for users who encounter challenges navigating the portal. This includes implementing real-time assistance options such as helpdesks, chat support, FAQs, tutorials, and digital literacy programs targeted at less experienced users. These measures would ensure that technical difficulties or knowledge gaps do not hinder access to services, thereby promoting equity, accessibility, and trust in the digital immigration platform.

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