

## Abstract

In recent decades, system-wide policies and considerable resources have been directed towards enhancing the use of ICT in business and organization contexts. This development can be observed at international and national levels. Municipals including Moshi Municipal have invested a big deal in automated systems to speed up their processes, cut down the costs and promote more efficiency at work place.

This study used an evaluative survey where a case study was employed to assess the role of technology in enhancing communication for Local government. The study takes a closer look at the Role of Information Technology in Enhancing Communication in Moshi Municipality. The research finds out that the Municipal has some ICT resources whereby most of the staff are using computer and LAN available. Questionnaires, interviews, documentary review and observation were the key methods for data collection. Questionnaires were given to respondents; from both groups of senior staff, and other staff and different people receiving services from Municipal. Interviews aimed at collecting in-depth data from decision makers and IT specialists. The literature review ranged from 1980's where the computer was becoming widely used and the radical change in technology has been registered. The review suggests that the use of Information Technology (IT) in local government can enhance the management and functioning of cities.

The research employed both quantitative and qualitative research. A qualitative research approach was used in order to obtain details of how the ICT helps the communication process. Quantitative methods were used so as to understand influence of different variables in the study. This including the number of people who were filling in the questionnaire and statistical analysis done with SPSS respecting the questionnaire answers.

Findings suggest that ICT facilities have the potentiality in enhancing communication process in Moshi Municipality. It is however recommended possible measures to improve the performance of organization through use of ICT.