

ABSTRACT

The main objective of this study is to assess the adoption and use of e-Governance by citizens using the case study of Rombo District council in Kilimanjaro region Tanzania, it has been constructed that e-Government service could facilitate transparency of government operations and process thus enable citizens and business to access 24 hours in seven day services at any place in the country. e-Government has the capability of promoting better governance, transparency, raising service performance and eliminate bottlenecks in the service delivery process. E-government helps in achieving greater efficiency in government performance., E-government services aims to provide citizens with more accessible, accurate, real-time and high quality services and information. Although Tanzania have promoted their e-Government services for many years, its uses and achievements are few. Therefore, this paper explores the key factors of Rombo citizens' acceptance through a research survey and by gathering empirical evidence based on the Unified Theory of TAM and the Use of DOI. Survey Data collected from 419 respondents was examined using structural questioner technique and utilized Spss tools. In Tanzania e-Government initiative commenced in 1998 under the Tanzania commission of science and technology then followed by a number of initiatives such as national ICT policy. The national e-government strategy and the biggest step was in 2009 when the country constructed national wide fiber optic network. Despite all these initiatives people still are not satisfied with e-Government services in the country as the users are still face a number of challenges such as unreliable internet network connections, outdated government information in the web sites among others. Material and method across-sectional was conducted through administration of questionnaire with structured questions among 419 people living in Rombo district mkuu division where district quarter is located. Data was analyze using statistical package for social science version 20 and summarized in the table and frequency distributions. Result show that most people with high education level are the ones who access internet services therefore they use e-Government services to access information such as land information, business license, education etc. The study also showed that most of internet users in Rombo district access internet services during office hours as the availability of internet is limited to district headquarter only and this to some extent limit other people who are not employed to use internet and e-government in particular. Other observation is women use more internet services than men. Internet usage between one year and 10 year has most respondents compared to other categories due to availability of internet in the district. Smartphone also increase the use of internet and e-government since it enables the users to access internet connections at any place, Conclusion, due to availability of internet services in District