

## ABSTRACT

This study aimed at assessing Effectiveness of e-government initiatives in Public Administration in Tanzania, scope of the study being Holili Border Post in Tanzania. It intends to highlight the ineffectiveness of the e-government initiatives on the public sector and key areas which can be worked on in order to ensure that the intended objectives of the e-government initiatives are met as well as to assist in creating awareness and full understanding of e-government and its expected impact on the public sector in enhancing service delivery to the general public and improving work efficiency. Situational analysis shows that the government has carried out/ implemented various e-government initiatives which costs huge sum of money but have not been able to provide the intended end results thus making them ineffective. The main key words for this study are; e-Government, Public Administration and Effectiveness. A case study approach was selected and used due to the nature of the study. Total sample of 82 which is 79% of the population was picked from Holili Border Post by simple random and purposive sampling methods. Data for this study were collected by questionnaire, interviews, observation and review of the Immigration and TRA website with a response of 75 staff which is 91% of the sample, and qualitative analysis method was used to process the data. The study revealed that original intended output of the already implemented ICT systems and applications as part of e-government initiatives have been met to some extent.

