ABSTRACT

In recent years, Information Communication Technologies have achieved an outstanding growth in Tanzania services industries especially. Owing to the fact that there is huge increase number of organizations and users with different expectations and Tanzanian social security organizations seem to be among those organizations which their daily operations and services should rely heavily in the presence of ICT. Even though the current situation shows that, those organizations are doing most of their work in manual process, despite the fact that these services can be easily carried out with the use of ICT.

The aim of this research was to explore The Effectiveness of Information and Communication Technology (ICT) in facilitating innovative Social Security Schemes in Tanzania. Where the specific objectives of this research lies in finding out the member's expectation as far as ICT is concerned, whether outcome resulted from the use of ICT meet or doesn't meet the member's expectation.

In order to achieve the research objectives, data was gathered through data collection techniques like interviews, questionnaires and observation among the members and some staffs of Zanzibar Social Security Fund. The sample of this study was fifty (50) respondents which were taken, then divided into two categories where the first category involved twenty (20) permanent employed staffs of ZSSF, have been taken in order to determine the overall effectiveness of ICT and if the use of ICT has increase efficiency in their daily operations, and the second category involved (20) registered members and ten (10) pensioners of ZSSF , were used to determine if they are satisfied with the performance of ZSSF since the use of ICT in its services.

The research revealed a positive relationship exists between the ICT and efficiency of the scheme, despite of the fact that only few of the services which associated with the ZSSF core functions are in ICT oriented environment. It was also revealed that most of those respondents are hoping to see more from ZSSF, especially in the presence of ICT systems.

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