

ABSTRACT

This study assesses effectiveness use of ICT for service Delivery in Local Government Authority in Tanzania. The idea behind this study was the use of ICT for service delivery in Local Government Authority in the study area. Research objectives developed to help explore awareness of ICT usage in Local government country wide. One of the challenges facing public services in Tanzania is lack of effective and efficient service delivery. In Tanzania local governments, service delivery affects all citizens who demand quality services. Thus, the advent of Information and Communication Technology (ICT) creates opportunities for its use to promote effective service delivery in the Tanzania local government system. This study assesses ICT as a tool for effective service delivery in the Tanzania local government with a particular focus on Sumbawanga Municipal Council. To achieve the purpose of the study, a total of 68 questionnaires were randomly administered to the staff and community members while purpose sampling will be 22 respondents directed to ICT Officers, heads of departments and sections of Sumbawanga Municipal Council. Data was mining from questionnaires for inconsistency, omission and incomplete filling, a sample size of 90 was taken for the research study. SPSS was used to analyses the collected information from the study surveyed, on the one hand, and the relationship between the use of ICT components by staff of the local government in the performance of their duties and service delivery on the other. The study reveal the level of ICT usage in the study area with various recommend among other studies, the need for government initiatives to create opportunity for staff of the local government to own computers and be ICT literate for efficient service delivery.

LIBRARY
INSTITUTE OF ACCOUNTANTS
& TAXES
ARUSHA