

## Abstract

The recent development in the Information and Communication Technology (ICT) has enabled trade facilitation to country state and thus raise their level of trade performance. In this study, the contribution of ICT towards trade performance is examined with particular focus on Ministry of Industry and Trade in Tanzania in general, but mainland specifically. Data were collected from customers and staff members of the Department of Trade Integration and Trade Promotion and Marketing Development. The major tools of investigation included a questionnaire, which mainly captured staff members and interviews, which were mostly directed to customers.

The findings show that ICT has significantly contributed to Trade facilitation and performance, in areas in which ICT facilities are even optimally used. It is argued that competitions in the use of ICT does not so much matter, provided that the strategic plans of Tanzania towards trade are efficiently ICT enabled.

The role of ICT is also seen in the way staff members were able to perform their duty well when ICT was effectively utilized while customers had positive attitudes and vice versa. However, the study shows that more could be done to improve usage of ICT at the Ministry. This suggest that Ministry still have challenge to make sure that sufficient ICT infrastructure is not in palace but also works to the expected level of trade requirements.

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