ABSTRACT

The study aimed at assessing the effectiveness of GEPG system performance on revenue collection. The study used the following specific research objectives such as to examine the relationship between accuracy and accessibility of the GEPG system and revenue collection, to assess the relationship between administrative and collection cost associated with the system and revenue collection and to examine the relationship between Government electronic Payment Gateway system and customer competency. Data were collected through questionnaires, questionnaires were administered to stakeholders at Tanzania Atomic Commissioner Energy Commission as the sample round the study area. A total sample size of 61 respondents were used in this study. The data were analyzed using SPSS, whereby a descriptive and inferential statistics were employed. Under inferential statistics (multiple regression analysis) were involved to establish the relationship between constructs. Results indicated that independent variables (customer competency, system accuracy and cost) were statistically significant joint predictors of GePG performance in public sectors, with a correlation of 55.7% and adjusted R square equal to 27.4%, this means that the predictor variables jointly explained 27.4% the variation GePG performance, while the remaining 72.6% could be due to the effect of other variables. Furthermore all independent variables were found to be uniquely, significantly and positively influence the performance of GePG system except for cost. It was concluded that, the performance of the system has a positive and significant effect on the collection of revenue. The study recommended that, the authorized department should improve the accessibility and accuracy of the system.

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