

ABSTRACT

Providing a better water supply can significantly improve the quality of life and is a source of, and the condition for, a socio-economic development. This allows more free time to dedicate to better activities such as childcare, animal rising and other economic undertakings as well. The main objective of the study was to examine the supply chain management practices in provision of water in Morogoro Municipality by MORUWASA because customer in today's market place is more demanding not just a of a product quality but also service.

The methodology used survey research design. A sample size of 120 respondents who comprised of MORUWASA workers, representatives from Regional Secretariat, water users and experts/consultants were involved. Data collected was analysed by Statistical Package for Social Science (SPSS) computer software.

The findings from the study showed that, the fact that procurement, distribution, maintenance and inventory management systems applied by MORUWASA satisfy the supply of water to all end users was denied (80%) from the fact that there is no match between demand and supply of water to customers resulting into unreliable rationing practices. Multiple uses of water (irrigation and domestic use) which don't go in hand with the supply (72%) and climate change (drought) emanating from environmental destruction (75%) influenced poor supply of water. However, lack of creativity and corruption from unfaithful employees through illegal connections (84%) and inadequate financial support to the authority (85%) rendered the services to be poor.

MORUWASA needs to improve its infrastructures, apply routine patrol to the supply system to check any water leakages and sabotages; provide environmental conservation education to communities living along catchment areas, search for new raw water sources, control water losses (wastage), expand supply network, and illegal connections. Monopoly to supply water by MORUWASA should be removed and introducing a system to check customers (users) satisfaction regarding to services rendered.

The research adds to the argument for a bottom-up approach for the provision of water in Morogoro Municipality by MORUWASA to enhance stakeholders' collaboration for the successful water supply to all users.