ABSTRACT

This study was intended to examine the contribution of e-governance in Local government Authorities (LGAs) service delivery, the study was conducted in Arusha region; where by one LGA was sampled. Specifically the study was aimed at revealing the existence of ICT applications in service delivery but also to know the main factors which limit the proper use of e-governance. Moreover, the researcher was more interested to explore some other best practices which can be integrated in service delivery processes in LGAs through the use of ICT.

The study was reviewed studies conducted by other researchers to get the deep understanding of the subject matter as applied in various case studies. The literatures widened the mind of the researcher and were helpful in this study.

The researcher conducted a Descriptive research where she employed both, Quantitative and Qualitative analysis methods to analyze her findings. A quantitative analysis method was used to represent mathematical data and information whereas Qualitative analysis method has been used to narrate non mathematical findings. The researcher used the case study research design whereby Arusha District Council was used as a sample to represent the rest of LGAs in Tanzania.

The findings of the study have revealed that, e-governance in LGAs contribute less compared to what is expected. The major reasons that setback the e-governance is lack of support from central government in terms of funds to run ICT projects, which lead to insufficient supply of ICT resources and other peripherals critical for establishment and smooth run of e-governance at district level, another reason is insufficient and institutional capacity building.

Moreover, the general findings of the study shown that, LGAs use ICT mostly for internal processes and rarely for serving customers. Therefore the e-governance model that is commonly used is Government to Government model (G2G), while the effective use of e-governance should employ all the three models which are; Government to Citizens model (G2C), Government to Business model (G2B) and (G2G) model.

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