

Abstract

E-Government is a one among of the key drivers of Development in Local government Authorities of Tanzania, specifically Arusha city council. It is currently not fully harness so as to yield a fruitful return. E-Government development has gained a significant momentum despite of the challenges that visage the Local Government Authorities of Tanzania. E-Government has assisted developed countries to impart knowledge to the community and to have a common agenda in attaining a national vision.

E-Government has said to increase productivity while reducing operation cost, increase control in supervision, service improvement and efficiency. Additionally has great contribution to the improvement of Public service deliveries in Arusha city council. Local government authorities of Tanzania are supposed to adopt the use of E-Government for competitive advantages of their councils.

This thesis concentrates on the role of E-government in improving public service delivery in Local government authorities in Tanzania. It examines its importance and factors that hinder the successful implementation of E-Government in Arusha city council. The approach used is a case study; and it used a qualitative approach which was regarded as a suitable way because it helped to get an in-depth insight of the problem and come out with strategic solutions and recommendations. Interviews, questionnaire and documentation and observation review were used to explore the Role of E-Government in improving Public services deliverances. The population targeted was 60 respondents but only 50 respondents gave a response. Interviews were done to twenty two (22) employees of Arusha City council with composition of twelve (12) head of Departments and 10 junior staffs.

The study revealed that Arusha city council is moderately utilizing the E-Government for service delivering. The respondents agreed that there is some service improvements since ACC developed E-Government.

The literature review was conducted through different theories and practices done by others in the countries succeeded in E-Government implementation and it showed that those invested in E-Government like the USA have succeeded in service deliverances. Also model of E-Government and were visited and proved that the use of E-Government provides a valuable