

Executive Summary

This Dissertation at hand has major on identifying the Effectiveness of Information and Communication Technology (ICT) policy in local government authorities while taking Arusha Municipal Council as a case of study.

Considering that ICT is a cross functional issue and ICT services or mandates are largely used in almost many today's organizations which shows that, there is a need to set up an ICT policy that will be assumed as a guideline document to control all activities relating to this new technology. There is also a need to evaluate and understand the way ICT brings effects to the services that are offered through its channels.

On the other hand, the report suggests some solutions of which will enhance and improve quality of services at the municipal.

The main objective of this study is to assess the effectiveness of ICT policy in improving service delivery by Arusha Municipal Council staff.

The structure of the report will include the following:-

Chapter one will cover the general overview of the Institution including mission and vision, aim of the research, research questions, significance of the study, research objectives, statement of the problem, scope and limitation of the study and targeted group.

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