

## ABSTRACT

The main objective of this study was to investigate factors affecting the effectiveness of quality management processes in government construction projects in Arusha City Council. The study was conducted with the knowledge that government construction projects comprise a substantial part of projects constructed in Tanzania, specifically in Arusha City. Since most of the projects appear to have challenges in quality management, this study was conducted with the view that leadership commitment, employees' training competency and quality controls were essential in improving quality management processes of government-constructed projects. The study was guided by the quality management theory Dr. Deming developed, emphasising management commitment, employee training competency and quality controls.

In this study, the researcher used descriptive research design because the research intends to describe the relationship between the selected factors and quality management in government construction projects. Percentages and mean scores were used to explain the effect of leadership commitment, employee competence and quality control in managing government-constructed projects. The population for this study was 207 experts and workers from the government projects in Arusha city. Based on the time frame and budget, the researcher calculated the sample size and obtained a sample size of 136, which can be used to infer the whole population. Data were collected using questionnaire and interview tools, and analysis was done using Statistical Package for Social Sciences (SPSS) version 26.

The study's findings revealed that the poor quality observed in many government projects is linked to a need for more commitment among the project leaders. Moreover, failure or poor quality of government projects is attributed to a lack of training among the employees. Since leaders and employees need to gain adequate skills and knowledge of quality management practices, this affects the quality control mechanisms. The study findings suggested that project leaders should be committed to performing quality management practices to ensure that the resources are used as expected, project activities are being portrayed as planned, and regular monitoring of the implementation of project activities. Professional development training programs should be frequently conducted for the leaders and employers to equip them with skills and knowledge on quality management. Finally, quality management mechanisms must be enhanced by making proper policies to hold every participant responsible for quality management.