

ABSTRACT

The study explores the effectiveness of e-revenue collection systems on enhancing government revenue collection in Tanzania. A case of Arusha Regional Immigration Office. It was guided by the following objectives, to examine the e-revenue collection systems' efficiency on enhancing revenue collection, to analyze the e-revenue collection systems' effectiveness on enhancing revenue collection, to explore the perceived social value of the e-revenue collection systems on enhancing revenue collection. The study used cross-sectional and descriptive design with mixed research approach that is both qualitative and quantitative approach. The sample of 44 respondents was used with purposive sampling. Descriptive statistics and thematic analysis was used to analyze data with the help of Microsoft excel. The study found and concluded that the development of revenue growth through an increase in income is facilitated by e-revenue collecting systems. Moreover, the use of the system enhanced the trust between citizens and government, increased transparency and traceability in the process of revenue collection. Nonetheless technological problems such as power shortage and poor network as well as transaction reversal problem were found to the challenges. For simpler and quicker revenue collection, the government and other delegated government bodies should improve the ICT environment as well as extend high-speed information networks.

Key word: E- Revenue collection system, Government revenue collection, Effectiveness, Efficiency, Perceived social value