ABSTRACT

The study sought to examine the impact of mobile procurement technologies on procurement process efficiency in TANESCO - Arusha Region. The specific objectives of the study were to identify the current forms of mobile procurement technologies integrated into the procurement process in TANESCO, to evaluate the challenges associated with the implementation of mobile procurement technologies in TANESCO and to establish strategies for improving the use of mobile procurement technologies in procurement process of TANESCO. The study used a descriptive research design whereas mixed research approach to include qualitative and quantitative approaches. Purposive and simple random sampling techniques were used to select 154 respondents. Both primary data and secondary data were applied whereas questionnaire and interview were used to gather data from the respondents. Data were analysed using descriptive, inferential and content analysis. The study found that mobile procurement technologies have improved the efficiency of the procurement process. In the same trail mobile procurement technologies have contributed to reducing errors in the procurement process. A number of challenges were identified such as it is difficult to integrate mobile procurement technologies into existing procurement systems, resistance to change is a major challenge in implementing mobile procurement technologies and the security risks associated with mobile procurement technologies make implementation challenging. On the strategies, findings indicated that there is a need to develop training programs to improve the use of mobile procurement technologies. The study concludes that despite the identified challenges, mobile procurement technologies play significant role on procurement process efficiency. The study recommends that there is a need to develop clear policies and procedures for the use of mobile procurement technologies can **increase their usage.**