

Role Of E-Government In Delivery Of Public Services In Tanzania Electric Supply Company In Ruvuma Region, Tanzania

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ABSTRACT: E-government facilitates delivery of public services of relevant government information in electronic form to citizens in a timely manner and better service delivery to citizens. E-government is a kind of governmental administration which is based on Information Communication and Technology Services. Electronic government describes the use of technologies to facilitate the operation of government and disperse of government information and services. The scope of the work was limited to Tanzania Electric Supply Company Limited (TANESCO) in Ruvuma region. The population of thirty (31) were selected from a total population of 169 public servants use both purposive and stratified random sampling techniques applied. The major findings of study revealed that about 67.7% of response from respondents agree that ICT infrastructures specifically modern computer connected to internet, reliable internet speed, well organized organization website, power availability in public operation contribute to efficient in delivery of services, it also noted by respondents to faster decision making, speeding up transaction processing and reduce cost. The study greatly recommends that capacity building to public servants on ICT, install and strengthening ICT infrastructures to government organizational are inevitable to realise relevant role of e-government in delivery of public services.

Keywords: E-government and Information Communication and technology

Introduction

The fundamental nature of electronic government (e-government) is to link government activities with the advanced technology that the world is having today. This technology has already shown a significant contribution in convey efficiency in private sector. Tanzania Government increasingly trying to put e-government on as model of providing public services to its citizens (Bhatnagar, 2004) because of the evident opportunities it promises. Given that e-government has the potential to improve competence, efficacy, quality in delivery public service through different government sectors (Cibora & Navarra, 2005, Dada, 2006). According to Schwere, R. (2005) the term e-government refers to the use of information and communication technology (ICT) to enhance the range and quality of public services to citizens and business while making government more efficient, accountable, and transparent, ICT plays an important role to providing the easy services by the government to the citizens and employees to delivery services quickly. In both developed and developing countries e-government noted to towering level services; accelerated processing, increased transparency and low cost in Government and its departments in delivering public services and information share. Wimmer, Codagnone, & Ma (2007) pointed out that despite the many potential benefits of using modern ICT, governments still struggle with the problems of rigid, ineffective processes, and processes are not properly designed for effective implementation through modern ICT that is an e-government in delivery public services to citizens. The e-government is still an important move towards the 21st century (Kumar et al., 2007) and a key to address barriers and challenges entering the global economy and for future growth potential. It has been an inevitable for both developed and developing countries to enter in e-government due to rapid growth in internet usage and development of Information and Communication Technologies and potential progress of e-commerce/e-business in the private sector has escalate pressure for public sector organizations and it's Ministry Department Agencies to serve citizens electronically (O'Brien & Marakas, 2006). In response, Tanzania government

through its ministries, departments and agencies have launched e-government initiatives to cope with the pressure of the powers of ICT and their benefits (Bhatnagar, 2004; Tseng et al., 2008). The government of Tanzania recognizes that ICT is the key facilitator of the development strategies in the country as emphasize in the National ICT Policy (URT, 2003). Government has been investing on e-government in various in public sectors (Sawe, 2007, UN, 2008). Kobb (2008) relates e-government to public sector reform programmes intend to improve service delivery in the government of Tanzania, though it had not been an explicit component in the Government functions as necessary enabler towards the successful in delivery public services. In observed, e-government initiatives are common in most countries as they promise a transparent, citizen-centric government and reduce operational cost it is basically an integration of information technology (IT), primarily websites, intranets, and databases, to allow self-service through an IT medium (Budd & Harris, 2004). All of this information is the basic ingredient for governments to provide public services, and account for its performance (Heeks 1999); it is means to ensure the accountability of government, to manage the government's operations, to maintain the healthy performance of delivering public services (OMB 2000). In perform Tanzania through it administrative functions; Ministries, Ministry Department Agencies and other public sectors are continued to rely on paper work and other traditional systems for delivery public services. Even though computers and computerized systems were being introduced and e-government facilities were installed throughout government offices, unfortunately public servants persist working largely on conventional manual and in very small apply electronic government on delivery public services to citizens that cause role of e-government not been realized by government in delivery of public services. TANESCO as like other Tanzania MDAs has initiate e-government in it operations by install Information and Technology Communication, web site, internet and other IT facilities are procured, deploy IT experts and train key staff on computers and software as insisted by the National ICT Policy (URT, 2003) with an

emphasize the application of ICT in various public sector to delivery services.

Statement of the Problem

It is more than decade now; since Tanzania government launched an e-government in public services provision, there has been a problem in delivery of public services. As argued by Berman (1997) that inadequacy of public services and information is believed to significantly reduce citizens' trust in government and their participation to improve quality of delivery services. Despite the efforts made by Tanzania Government and acknowledge that e-Government has a potential to enhance quality, efficiency, effectiveness and timely in public services provision to its citizenry (URT, 2003), more invest in e-government initiatives to various public sectors (Sawe, 2007, UN, 2008) and benefits are presume to be associated with e-Government that basically translates to provision services direct to users instead of traditional flow of paper work and queues in delivery of public services. In practice in Tanzania, Most of government sectors continued relaying on paper work and other traditional systems for delivery of public services. Although computers and computerized systems were being introduced and e-government facilities were installed throughout government, public servants unfortunately continue to depend work largely on conventional manual and in very small apply electronic government on delivery public services to citizens that cause role of e-government not realized in improve quality of delivery services It had shown that e-government has the potential to accelerate reforms in the public administration that influence improvement in improve quality of delivery services and enhance free flow of public information. Heeks (2002) argued that free flow of information through e-government, government agencies, and private sectors potentially increase the quality, efficiency, effectiveness and timely to the citizens. It is not known to what extent the Tanzanian e-government that was launched in 2003, its role in delivery public service to Tanzania citizens. In this work it examined the role of e-government in delivery public services in government sectors as noted efforts made by Government to ensure ICT facilities are procured and installed.

General and Specific Objective

The general objective of the work is to assess the role of e-government in delivery of public services in Tanzania Electric Supply Company Ltd Ruvuma region office, with the specific objective of investigate the role of ICT infrastructures in delivery of public services that looking the contributions of ICT infrastructures in delivery of public services.

Theoretical Framework on E-government

The recent advancements in the field of information and communication technology (ICT) have opened up huge

opportunities for governments and businesses alike to transform their operations and service delivery systems. They have also contributed to heighten public expectations and demands for increased and quality services from their respective agencies/service providers. Consequently, the governments' world over has been forced to undertake government role for ICT application in their operations aiming to inject speed and ease in service provision and thus achieve greater productivity and excellence. Commonly known as e-Government, the drive has become a major feature of the current administrative reforms globally Some Scholars have defined e-government in different ways: Coleman (2006) has defined e-government as the combination of electronic information-based services (e-administration) with the reinforcement of participatory elements (e-democracy) to achieve the objective of "balanced e-government". Muir and Oppenheim (2002) defined e-government as the delivery of government information and services online through the internet or other digital means.

E-government Model of Delivery

The e-government model of delivery by Brynard (2002) explains that e-government on the internet could handle all the government scenarios: government-to-citizen (G2C), government-to-business (G2B), and government to government (G2G). In other cases, these three scenarios are called primary delivery models of e-government (Kitaw, 2006); Kitaw derives a direct association of those models with improvement in efficiency, better accessibility of public services and better processes for democratic government. The G2C model represents all activities that the government may send or direct to citizens. In this model, citizens are just receivers and the government remains as the sender. Government websites and portals are good example of the G2C model as in many cases provide information directly to the public or information with public interest. The G2G model represents activities done within the government as an institution in connection with its agencies. The G2B model represents business activities that the government and its agencies may be conducting. A good example is governmental procurements, tenders, projects, taxes, banking and payable services. This model comprises business activities in government and it helps citizens and private companies who are interested in offering their services directly to the government and its agencies. The study uses this model to assess the role of e-government in delivery of public services to citizens, private companies, government and consider TANESCO as provider of electricity services to the entire Tanzanian nation. Nohria and Berkley (1994) argue that the implementation of ICTs to automate existing administrative procedures can improve the administrative system's efficiency and effectiveness without changing its underpinning logic. Roughly all the governments around the

developed world have envisioned ICTs as powerful instruments to improve the quality of the services provided to citizens and businesses and to rationalize the internal organization of the administrative apparatus. These new administrative apparatus embed ideas that contrast with the traditional administrative practices that have historically been driven by assumptions of bureaucratic efficiency: the delivery of public services according to principles of impersonality, equality and fairness du Gay, (1994). The e-government model of delivery; potentially noted in TANESCO as government agency, the theory suggests the need for this government institution to expand its productivity, maximize efficiency and effectiveness when serving its customers. It also advocates minimizing unnecessary costs of production and delivery of services to its customers that may be incurred based on the bureaucracy that is not aware of the negative outcome of the red-tape.

The potential benefits of e-government

Several studies have been conducted on e-government that is mostly an application of information technology and communication to improve the efficiency, effectiveness, transparency and responsibility of public governments, for instance, Kraemer & King, (2005), in delivery services through private or government structures in various sectors. Scholars had show number of benefits of e-government to governments, businesses, and citizens alike (Araujo & Grande 2003; Colesca & Dobrica 2008b: 205; Mofleh, Wanaous & Strachan 2008; Moon 2002). Yet, how these benefits will be achieved is still a debate. Despite the feasibility and availability of technology, 79 government agencies have confronted many challenges and problems in successfully developing and implementing e-government systems. It is argued that, the use of ICT for delivery public service cannot be abandoned said by Banks, et al., 2002. E-government is no-doubt a mechanism for the management of civil service at the global level. ITU, 2006 it improve the quality of service in the civil service to attain transparency, accountability, efficiency and timeliness. It has been adopted as a new "paradigm shift" for better service delivery by both the developing and developed countries. A number of researchers have argued that e-government is mainly driven by the desire to improve accessibility to public information and services, lower costs, and improve efficiency (Adeboye, 1995; Herman, 1996; Heeks, 2002; Kenny, 2001. Kashorda (2009) observed that the Kenyan government has increased access to computers in all ministries. Further, Thompson agreed with the World Bank (2001) that the cost of implementing e-government is high and only high demand would drop the cost. According to UN, (2003), the e-government are "overcoming the complexity of bureaucracy and simplify the process of dealing with public bureaucracy, providing seamless electronic public services, increasing efficiency,

transparency and accountability of public resources. It integrates internal organization with its external organization that will provide a multiple citizen needs. Dodd, (2000) in his study argued that e-commerce's evolution in the private sector, electronic government (e-government) seems to be the next generation of the development in the public sector. More and more governments around the world are introducing e-government as a means of reducing costs, improving services for citizens and increasing effectiveness and efficiency at national, regional and local levels of the public sector, UN, 2008 reported 179 out of 192 members developed strategies to implement e-government systems, e-government identified as one of the top priorities for governments across the world (UN, 2008).

E-government and Service Delivery

The impact of e-government in service delivery by Brynard (2002) in this work, Brynard argues that "for the government institution itself: an e-government framework creates a huge potential for improving the quality of service and cutting costs internally. The work of employees of the institution is made more interesting because employees' electronic work stations draw together the different information that they need. The people and organizations with which the government institution deals will benefit directly from improved knowledge, product and service offerings." It further noted by OECD (2003), benefits of implementing e-government are improving efficiency and services, helping achieve specific policy outcomes, helping build trust between governments and citizens, by preventing corruption, and helping citizens' voice to be heard in the mass debate. The nature of ICT in e-government implementation makes those benefits possible and also individual voice can be conveyed electronically to all government departments and agencies without boundaries. Ndou (2004) in his study, the majority of government services come under the government-to-citizen, towards providing citizens and others with comprehensive electronic resources to respond to individuals' routine concerns and government transactions. Gregory, (2007), G2G is front, the use of information technologies by different governmental agencies to share or centralize information, or to automate and streamline intergovernmental business processes such as regulatory compliance, has produced numerous instances of time and cost savings and service enhancements, it also enhance and improve inter-government organizational processes by streamlining cooperation and coordination (Gregory, 2007). Some researchers consider it as an internal part of G2G sector and others deal with it as a separate sector of e-government (Riley, 2001), the quality of services is ensured by the reduced time that users spend on getting official documents, waiting and queuing to get documents, travelling as well as more customized products and services, error free documents, and 24*7*365 accessibility.

The essence of ICT in e-government

The OECD report, (2003); e-government is not about business as usual, but should instead focus on using ICT to transform the structures, operations and, most importantly, the culture of government. It further highlights that e-government is an important component in terms of overall reform agendas because it serves as a tool for reform; renews interest in public management reform; highlights internal consistencies; and underscores commitment to good governance objectives (OECD, 2003). World Bank, (2001) e-government as the government owned or operated systems of information and communication technologies that transform relations with citizens, the private sector and/or other government agencies so as to promote citizens' empowerment, improve service delivery, strengthen accountability, increase transparency, or improve government efficiency (Ndou, 2004). Baoling, L. (2005) in his study stated that e-government aims at utilizing ICT to provide better quality services to the citizens through electronic means. The cost of technology is decreasing day by day through this developing countries can effectively utilized the benefits of technology Allen., et al., (2001). It may eventually transform the processes and structure of the government, empower civil servant to serve citizen better Satuanarayan, J. (2004).

ICT infrastructures enabled e-government

E-government has become an umbrella term covering all use of information technology in government (Torres et al., 2006) and includes IT-based sharing of information and conducting transactions within the government (G2G), between government and businesses (G2B), and between government and citizen (G2C). As noted by Singh et al., (2010), e-government "...entails streamlining operational processes, transcribing information held by government agencies into electronic form, linking disparate databases, and improving ease of access to services for members of the public". E-government has also been promoted as a strategy of public sector reform, with a focus on how it can improve the managerial process (Kudo, 2010). Internetworking is required to enable appropriate sharing of information and open up new channels for communication and delivery of new services (Ndou, 2004). For a transition to electronic government, an architecture providing a uniform guiding set of principles, and standards, is needed. Sharma & Gupta (2003) point out that implementation of the whole e-government framework requires a strong technology infrastructure. In fact, one of the main benefits of an e-government initiative consists of the promotion of ICT use in other sectors. In order for e-government staff to interact, transact and communicate electronically with businesses, citizens and other stakeholders, it is necessary to mandate the use of ICT tools and applications. The benefits assured by this intranet system have increased the awareness of ICT importance and have spin off other IT

initiatives and programs, computer applications Bhatnagar and Vyas, (2001). The interaction between governments and its agents and different sectors of society using ICT promises effectiveness and efficiency of government activities, promoting citizen participation and improved communication between government and business organizations (Allen, Juillet, Pacquet & Roy, 2001; Parajuli, 2007). Governments in developing countries, like their counterparts in developed economies, are also implementing e-government to reap the benefits of using ICT in delivering public services (Kaaya, 2004).

E-Government in Tanzania

The government of Tanzania is committed to implementing e-Government. As observed in the National ICT policy 2003 (URT, 2003) that is highly insist on the use of ICT in all public offices for transformation of the provision of the public sector services through ICT. An evaluation of websites in Tanzania using the World Bank's e-government maturity model is instructive. Yonazi (2010) found out that the website evolution stage is between publish and interactive stages. During 2004, the President's Office - Public Service Management (PO-PSM) was given a mandate to formulate e-government policy and its implementations (Shame 2009). Another significant development is on local content and knowledge sharing. There has been an increase in the number of local websites and portals. Tanzania in his development agenda, the e-government is now one of the ten priority areas of the National ICT Policy of 2003 (URT 2003).

E-Government Achieved in Tanzania

The UN (2012) reports an increased presence of government institutions with websites available online. Further, various e-Government related initiatives have been implemented. They range from implementation of government networks, capacity building, awareness raising, service transformation and many more. In recent days, various government Institutions have embarked in to transforming the provision of their services into digital form. A significant stage has been made regarding online presence. For instance, The Tanzania National Electricity Corporation (TANESCO) has started allowing its customers to buy electricity credits using their mobile phones (TANESCO, 2012). The Tanzania Commission for Universities (TCU) allows online application and response to higher learning education through its website (<http://www.tcu.go.tz/>). The National Examinations Council of Tanzania (NECTA) the organization is responsible for formulating, conducting and regulating examinations in Tanzania. NECTA deals with all examinations. Since May 2008; NECTA observed to deploy e-government to realize examination results. It gradually is minimizing the traditional channels (newspapers, fax, phone, and post), the website (www.necta.go.tz), and email (es@necta.go.tz). Tanzania

Revenue Authority (TRA) is a central government revenue body responsible for assessing and collecting specified revenue, and administering and enforcing the tax related to government revenue (URT, 2006). TRA is mandated to conduct its business in the Tanzania mainland. It integrated Tax administration System, Computerized Motor Vehicle Registration system, radio and data communication infrastructure, and the TRA website (www.tra.go.tz) (TRA, 2006). The Ministry of Finance and Economic Affairs (MoFEA) is a Tanzania government union ministry responsible for the overall management of government revenue and expenditure. The ministry also provides professional advice to the government on financial and economic affairs. In recent years, the Ministry has benefited from the Public Sector Reform Program (PSRP) in which e-government is a key agenda (PoPSM, 2006). These include installation of telecommunications networks, implementation of various inter and intra ministerial systems, and the creation of a website (www.mof.go.tz). The UN report (2012), Tanzania has made some significant progress in e-government. For instance, in 2010, the world average e-readiness index was 0.4406 while that of Tanzania was 0.2926. In 2012 the country's e-readiness index is 0.3311 at 0.4882 world average.

E-government at TANESCO

TANESCO is still at its initial stages in deploying e-government services to its customers. One of the biggest problems that the company faces is poorly ICT infrastructures, which would not help transform the company. This is the case not with TANESCO but with many organizations in Tanzania. Alpoce Magori, a Computer Analyst Programmer at the Bank of Tanzania (BoT) argues that "there is a negative understanding of the benefits of ICT in Tanzania." Many civil servants, apart from being ICT ignorant, believe that technology has a negative impact on their jobs. He acknowledges that ICT facilities are expensive but this is only in the initial stages. Gharib Bilal, a former Chief Minister of the Revolutionary Government of Zanzibar who argues that, "Tanzania's civil servants must transform their mindsets and adopt any means that may help to minimize costs of production and increase efficiency". One of these transformations must include the use of ICT facilities in areas where these facilities are available and to make them affordable for everyone to use. According to him, that is the best way to bring e-government technology to communities facing a high illiteracy rate and poverty. The experience of mobile phones in Tanzania illustrates that Tanzanians are ready for change and adopt it when given the opportunity.

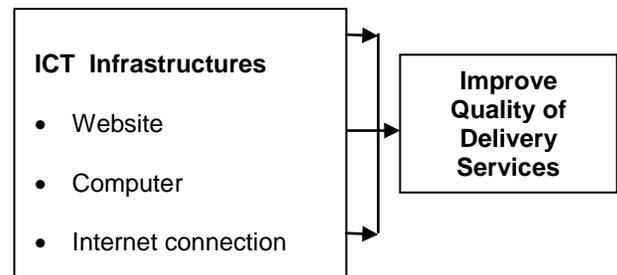
Conceptual Framework

The conceptual framework in this work structured from a set of broad ideas, models and theory that looking the role of e-government in delivery of public services and enrich by

suitable literature link variable and its interaction. This work was guided by ICT infrastructures an independent variable to the improving quality of delivery service a dependent variable. This relationship is explained detailed in conceptual framework in figure 1 below that independent variable concentrate on improve quality of delivery service in the government organizations, link the government activities with ICT facilities that the world is having today to smooth government operations. That noted, in both developed and developing governments increasingly putting e-government on as model of providing public services to its citizens (Bhatnagar, 2004) to improve quality of delivery services.

Figure: conceptual framework

Independent Variables Dependent Variable



Source: Author 2015

ICT infrastructure

In this work; ICT infrastructure is marked as a variable that contribute to improve quality of delivery service through e-government in government organizations and agencies. Heeks, (1999) human capacity in ICT is a basic ingredient for government to govern, apply ICT to manage, provide services, and account for its performance through its ICT features that that includes computers with accessories, computers connected with internet, wireless, organization website, computer software, emails, call centers and counters, instant messaging, interactive digital TV, radios, and interactive voice response systems and others channels are mobile devices, personal computers, public internet access points, SMS, telephone are facilities attribute for government to improve quality of delivery service on day to day by employ an integration of inter and intra governmental systems and procedures to reach the maximum government servants to delivery services. Furthermore in the conceptual framework ICT infrastructures involved in e-government as key feature that determine the quality and stages of e-Government implementation (Ho 2001, Holliday 2002) and its role in delivery of public services. ICT infrastructures building connectivity with the number e-government facilities to function vertically and horizontally and enable the public servants to share file and data sharing across government departments, thereby contributing to the elimination of

mistakes from manual procedures, reducing the required time for transactions to attain efficient service delivery through streamlining internal processes, faster and more informed decision making, and by speeding up transaction processing eventually improves service delivery. The ICT infrastructures allow public servants to use a single point of entry to send and receive information and process transactions across multiple departments. In this case, ICT infrastructures it provide the necessary tools that allow communication among public offices through web-based Cordela (2007), in the e-government ICT infrastructures has potential contribution the public servant to it task easy to complete task, save time, easy to consult other information online and share with other staff for decision making in delivery public services. The ICT infrastructures it automatically influence government to employ e-government to improve quality of delivery services as argued by Nohria and Berkley (1994) that the implementation of ICTs to automate existing administrative procedures can improve the administrative system's efficiency and effectiveness without changing its underpinning logic. This means e-government contributes towards achieving principles of Weberian theory in maximum efficiency. The full and well installed ICT infrastructures it assure internetworking which is very key for e-government to success by enable appropriate sharing of information and open up new channels for communication in improve quality of delivery services. The e-government putting services on-line through strengthened it substantially decreases the processing costs of many activities compared with the manual way of handling operations of government operations in delivery public services, for that matter in improves delivery services. The Intranets allow different departments to share databases of common customers and to pool skills and capacities of their members for problem solving Rinne et al., (2001) in improve quality of delivery services.

Research Methodology

This work was descriptive in nature. Both quantitative and qualitative methods as Pickard (2007) suggests for in descriptive research were applied. The work adopted a mixed-methods research procedure in order to enjoy the benefits of both quantitative and qualitative approaches that contain elements of both qualitative and quantitative approaches as recommended by Brewer & Hunter 1989; Howe 1988; Miles & Huberman 1984. The work were involved a population of 31 out of 169 employed staff of Tanzania Electric Supply Company Limited (TANESCO) workers at Ruvuma region whereby the sample frame, sample and sampling techniques to draw it respondents. TANESCO was chosen in this study because it is a government entity that provides public service as the study intends to assess the role of e-government in delivery of public services. This work used both random and purposive

sampling techniques. The purposive sampling was applied specifically to select heads of department and stratified random sampling was used to select respondents from various departments in the company.

FINDINGS

The findings from this work revealed that ICT infrastructures has great contribution in the role of e-government in delivery of public services based on response from seven departments that include; power generation department with three sections (mechanics, electrical and control), power distribution with five sections (planning engineer, construction, maintenance, revenue protection and emergency), finance with three sections (billing, accountant and procurement and store), human resource department, ICT department and customer relations department in TANESCO regional office as displayed in table 1.

Table 1: Department were respondent working

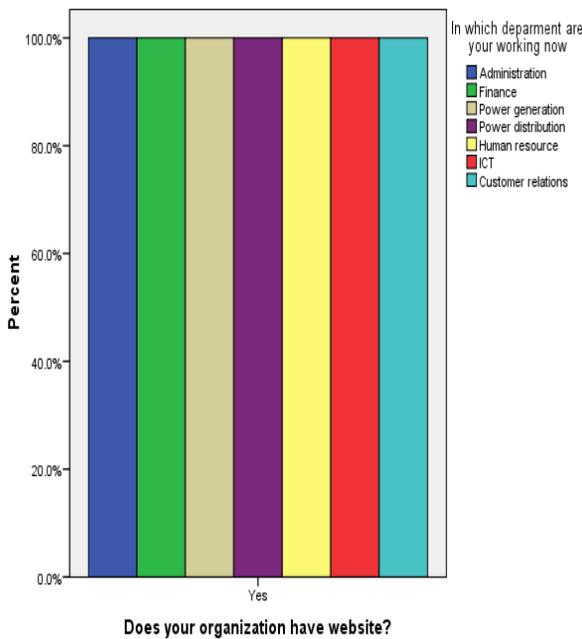
	Frequency	Percent	Cumulative Percent
Administration	2	6.5	6.5
Finance	7	22.6	29.0
Power generation	7	22.6	51.6
Power distribution	11	35.5	87.1
Human resource	2	6.5	93.5
ICT	1	3.2	96.8
Customer relations	1	3.2	100.0
Total	31	100.0	

Source: Research Findings, 2015

Contribution of ICT Infrastructure in Delivery of Public Service

Organization website and internet connectivity; regards with the response from all respondents in seven departments of TANESCO regional office 100% agree that organization has website as shown in the figure1, it also observed and stated by respondents computer are connected to internet during visit respondents of the public servants are using internet to receive and send information on vertical and horizontal interactions while delivery public services. Statistics revealed that organization has improved the availability of computer connected to internet for assure its delivery of services through e-government. It further noted that whole TANESCO regional office has one ICT specialist support to an entire region, which this support Tanzania ICT policy (2003) that government insisted invest and install ICT facilities and ICT specialist for technical assist the government sectors employ e-government in delivery of public services, from the statistics TANESCO has acknowledges that e-government has the potential to enhance quality and effectiveness delivery public services.

Figure 1: Responds an organization have a website



Source: Research Findings, 2015

The thirty one respondents about 19.4% strongly agree, 67.7% agree, 12.9% disagree on the role of ICT infrastructure at the work improve quality in delivery of services as displayed in the table 2, the same response were agreeable that the role of ICT infrastructure has great contribution to transparency and accountability in delivery of services at work. This statistics cement that ICT infrastructure has an impact in improve quality of delivery public services by employ an electronic government are improving efficiency, effectiveness, transparency and responsibility of public governments in delivery of public services in government structures.

Table 2: Role of ICT infrastructure in delivery of public services

	Frequency	Percent	Cumulative Percent
Strongly agree	6	19.4	19.4
Agree	21	67.7	87.1
Disagree	4	12.9	100.0
Total	31	100.0	

Source: Research Findings, 2015

The functional ICT has great role to efficiency in delivery of services as results from thirty one respondents about 71.0% strongly agree, 29.0% agree while none has stated disagree and strongly disagree as demonstrated in the table 3. The results on ICT infrastructure is strongly agreed that has a great contribution to paramount the role of the e-

government in delivery of public services but rate of utilization of ICT facilities in the organization was rated 12.9% low, 71.0% medium and 16.1% high as from the reflected results it is revealed that ICT facilities utilization is medium

Table 3: Function ICT in contribution to efficiency in delivery of services

	Frequency	Percent	Cumulative Percent
Strongly agree	22	71.0	71.0
Agree	9	29.0	100.0
Total	31	100.0	

Source: Research Findings, 2015

The response from respondents staff during the work about 16.1% rate a low, 77.4% rate at medium and 6.5% rate at high disagree on role of ICT infrastructure in enhance creativity and innovation in delivery of service at your work as displayed in table 4.

Table 4: Role of ICT infrastructure in creativity and innovation in delivery of service

	Frequency	Percent	Cumulative Percent
Low	5	16.1	16.1
Medium	24	77.4	93.5
High	2	6.5	100.0
Total	31	100.0	

Source: Research Findings, 2015

Further results show that 25.8% strongly agreed, 67.7% agreed and only 6.5% disagreed that computer knowledge and skill increase and widening capacity of public servants in delivery public services. Basically consider this statistics the role ICT infrastructure it averaged at medium rate in enhance creativity and innovative in delivery of public services on electronic government. Also statistics on computer knowledge and skill increase and widening capacity of public servants in delivery public services as it pressures and opportunities for network creation and team building as argued before, an e-government requires a complex web of interrelationships among government, employees and other governmental agencies horizontal and vertical integration, and therefore create a large and diversified network of relationships and enables team work creation, giving employee the possibility to participate in forums, and in decision making processes, contributing actively in delivery of public services. The ICT infrastructure it increase speed in delivery of services in an organization respondents rates 16.1% it low, 83.9% medium and none rated high as displayed in table 5. Base on the results the speed of internet as one of ICT infrastructure has a significant contribution to role e-government in delivery of public services.

Table 5: Role of ICT infrastructure in speed delivery of service

	Frequency	Percent	Cumulative Percent
Low	5	16.1	16.1
Medium	26	83.9	100.0
Total	31	100.0	

Source: Research Findings, 2015

Working through e-government enhance capacity of staff and save time in delivery services as thirty one response from public servants show that 45.2% strongly agree, 54.8 agree and none of them disagree and strongly disagree on working through e-government enhance capacity of staff and save time in delivery services table 6.

Table 6: Working through e-government and save time in delivery services

	Frequency	Percent	Cumulative Percent
Strongly agree	14	45.2	45.2
Agree	17	54.8	100.0
Total	31	100.0	

Source: Research Findings, 2015

The statistics revealed that working through e-government it internally administration transactions, communications and interrelationships for easy information flow and transfer offers considerable opportunity to increase government capacity. Intranets allow different departments to share databases of common customers and to pool skills and capacities of staff to faster and transfer of services and information quicker and cheaper, Knowledge based or expert on systems help to create a more responsive in delivery of public services. The ICT infrastructure enhanced in delivery of public services to people as revealed from thirty one respondent's results 32.2% strongly agree, 58.0% agree and 9.7% disagree that the ICT infrastructure enhance delivery public services to people table 7. The respondent further results show that 71.0% strongly agree, 25.8% agree and only 3.2% disagree that a well application of ICT increase the capacity of government in delivery services displayed in table 7. Based on the statistics revealed that e-government implementation it has potential in interact, transact and communicate electronically, with citizens and other stakeholders that make easier delivery of public services whereby E-government has shown an umbrella term covering all use of information technology in government and includes IT-based sharing of information and conducting transactions within the government (G2G), between government and businesses (G2B), and between government and citizen (G2C).

Table 7: ICT infrastructure enhance delivery public services

	Frequency	Percent	Cumulative Percent
Strongly agree	10	32.3	32.3
Agree	18	58.1	90.3
Disagree	3	9.7	100.0
Total	31	100.0	

Source: Research Findings, 2015

The e-government in government organization improve standard and quality in delivery of public services as results shows that 35.5% are strongly agree, 61.3% agree and 3.2% disagree on the implementation of e-government in government organization improves standard and quality in delivery public services as displayed in table 8. The statistics revealed that the e-government in delivery of public service reduces the bureaucracy, fast and convenient transactions, and obviously enhances the quality of services, in terms of time, content and accessibility.

Table 8: The e-government improves standard and quality in delivery public services

	Frequency	Percent	Cumulative Percent
Strongly agree	11	35.5	35.5
Agree	19	61.3	96.8
Disagree	1	3.2	100.0
Total	31	100.0	

Source: Research Findings, 2015

The role of e-government in delivery of public service delivery obviously enhances the quality of services and accessibility. The application of e-government to the public servants has demonstrated to increases their performance and adhered to standards in delivery public service.

CONCLUSION AND RECOMMENDATION

In this statistical results it greatly, the success of e-government in government organizations depend on well established ICT infrastructures for public servants to delivery public services at improved standards.

Conclusion

It concluded that e-government is a kind of governmental administration which is based on ICT services. Electronic government describes the use of technologies to facilitate the operation of government and disperse of government information and services. This implies that the world has changed from manual procedures and standards stepped into a new knowledge era which now it is inevitable to change for both developed and developing countries that

aiming a tremendous impetus to move forward with higher quality, cost-effective, government services and a better relationship between citizens and government. In regards to statistical data from this work, it concluded that in the government organization still e-government not maximizing its role in improve quality of delivery services as noted ICT infrastructures are not fully installed and those fewer are not well utilized to improve quality of delivery services.

Recommendation

In regards to this work, in order for e-government to be successful in Tanzania in ministry department agencies and other governmental organizations this work it greatly recommended that government to ensure that ICT infrastructures in government organization are strengthened so as to reap the benefits of technology in delivery of public services.

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