

Street level bureaucracy and service delivery in local government authorities in Tanzania: the case of Mvomero district and Moshi Municipal Councils

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The study examined the role of street level bureaucracy (SLBs) regarding their ability to cope with deterrent of effective service delivery in Mvomero District and Moshi Municipal Councils in Tanzania. Although decentralization reforms of 1990s emphasized on the interplay between SLBs, citizens and policy makers to ensure effective service delivery, literature review showed that service delivery in Local Government Authorities (LGAs) is largely in effective. This study was carried out to unearth how SLBs operate to cope with different effective service delivery. The study employed two theories, agency theory specifically for gaining an insight into dynamics of central-local relations and the SLB theory to guide an understanding on how SLBs cope with the *status quo*. The study was guided by three specific objectives: to examine deterrents of effective services delivery to determine the manner SLBs' operations limit effectiveness of central government control over social fields. Methodologically, the study used a phenomenological approach, spatial quasi-design, thematic analysis, in-depth interviews, semi-structured interviews, documentary review and observation. It was found that SLBs cope with service delivery deterrents by rationalizing resources as well as simplifying, routinizing and modifying their work environment. It is concluded that although SLBs encounter scarce resources, still they can deliver effective if they will be intrinsically and extrinsically motivated. It is recommended that the government should motivate SLBs in terms of their mind set and civic duties to increase their working morale and commitment