

**The impact of information communication and technology to the public utility
organizations performance in Tanzania**

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This study examined the impact of ICT to public utility organizations' performance to the public performance in Tanzania the case study being TANESCO. The study was conducted at TANESCO headquarters and at its branches namely; Magomeni, Mikocheni, Ilala and Temeke. The study involved 35 respondents who comprised of 10 managers, 10 employees and 15 customers. The population under study was selected through a non- probability sampling approach. The study was mainly descriptive cross sectional and was conducted using a case study technique, since it is relatively quick and easy to conduct. It also good for descriptive analysis and for generating hypothesis. Data were collected through questionnaires. The study found out that the use of ICT skills affected the organization's performance positively. Increased service rate, providing a user friendly working environment, enhancing team work and productivity, improved effective communication and improved queuing management or internal and external customer's satisfaction were linked to ICT skills. Also, the study found out that ICT infrastructure affected the organizations' positively too. These were seen in terms of managed resources intensity; improved operational dynamic management. Finally, the study found out that costs related to the adoption of ICT infrastructure affected the organization's performance positively. These were seen in terms of improved revenue and profit trends. From the findings of the study a number of new recommendations have been suggested to enhance organization's performance.