

Assessment of service quality of technology development organizations in Tanzania: the case of SIDO technology development centre

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This study was about *Assessment of Service Quality of Technology Development Organizations in Tanzania*. The major problems in technology development organizations are old infrastructure and shortage of working tools and equipment. The study used the SERVQUAL model in assessing service quality of Technology Development Centre (TDC) Kigoma. A questionnaire was distributed to customers accessed through random sampling technique. Also interviews were used for employees to determine their self-assessment on service quality level being offered by their centre. Results revealed that service quality perceived by both customers and employees was unsatisfactory meaning that expectations exceeded perceptions. Furthermore, all dimensions showed a gap between expected service and perceived service. Therefore it meant that TDC Kigoma needs to make improvements in all dimensions in order to close gaps that could lead to improved service quality and increased customer satisfaction. Thus, service quality of TDC Kigoma is low and the centre has to improve performance in all dimensions of service quality in order to improve service quality, maintain and increase customers. The study recommends that the SIDO management should look at the bottlenecks identified by customers and employees including purchasing of modern machineries, conduct customer care training to TDC employees, sort out employees' benefits, look at bureaucratic values and many others for success of the organization.