

**Challenge of information and communication technology (ICT) to enhance organizational effectiveness in the control of transit goods: the case of TRA (customs) and excise department**

**Samwely Eliyer Kihimbi**

**Master of Business administration ( Marketing)**

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The main objective of the study seeks to provide challenges for effective use of ICT enhancing firms' performance within the framework of services delivery effectiveness and productivity in TRA. Various stakeholders, including executive management, line managers, the ICT managers, shareholders, suppliers and customers require better insight whether ICT strategy and the operationalization of that strategy yield added value without generating unwarranted risks. This study was an exploratory one; the challenges looked upon are in four-basis perspective. These are: the level of ICT facilities, organizational effectiveness, training, and quality of service. The study uses a case study approach where TRA was used as a case for analysis. The study employed judgmental sampling of the respondents including top management, departmental managers and other staff members such as those from directorate of information system and operational staffs who are affected by ICT. The results revealed that there is existence of positive relationship between level of ICT facilities and organizational effectiveness. Study findings show that adoption of ICT facilities has increased productivity through increase of revenue and improving service quality. Furthermore, findings reveal that ICT facilities are not effectively utilized, though by adoption of ICT facilities, TRA has enhanced performance. The study also found that majority of the employees has attended ICT short courses, which is considered to be a greater constraint to effective utilization of ICT especially computers and its basic technologies. From the findings, it is recommended that TRA should put a lot of emphasis on ICT training to employees. Particular emphasis must be made on in house training that will meet general requirements for daily activities of the organization and enable an effective utilization of available resources for good performance.