

Assessment of the effectiveness of work motivation practices at Tanzania revenue

authority: a case of Ilala Tax Region

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This study aimed at Assessing the Effectiveness of Work Motivation Practices at Tanzania Revenue Authority: A Case of Ilala Tax Region. Data was collected using questionnaires from the field and documentary reviews. Self-administered questionnaires were distributed to 60 respondents, who yielded 100% return rate. The data collected was presented with the help of the Statistical Package for Social Sciences (SPSS), particularly in cross tabulation, where findings were tabulated and summarized, with percentages obtained. The study findings show that the motivational practices used by the TRA Ilala tax region includes; recognition of employees' efforts, creativity and innovations, provisions of medical and insurance benefits, communicating goals, roles and responsibility to employees and provisions of the required employee support and safe working conditions as well as enabling the employees to speak their minds freely. The findings have shown that the employees under study were not satisfied with the organization's reward system' imbalance of employees work and life, unavailability of financial assistance and loans in case of emergence, and institution's provision of transport and allowances. Further opportunities available for them to attend seminars within and outside institution, their salaries, recognition they get in the community, in-service training opportunities, and the organization's promotion practices. The findings have also shown that employees at TRA Ilala tax region generally have positive attitude towards their job. Based on the study findings, it is recommended that TRA in particularly Ilala tax region should develop a human resource policy that caters for both financial and non-financial benefits, in addition to developing a corporate culture in the institutions. Furthermore, the institution needs to address the issues of housing and transport allowance, financial assistance and loans for emergency cases as well as to strengthen the socialization environment for members and employees' involvement in matters affecting their jobs.