

Installation of the client service charters in Tanzania's public service organizations a review of success factor the case of president's office-public service management, immigration department and Tanzania building agency

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This study is about the extent to which the installation of Client Service Charters (CSCs) was effectively undertaken in Tanzanian Ministries, Departments and Agencies (MDAs). The objective is to assess MDAs' different levels of success in installing CSCs and to identify possible factors that contribute to the variations in the successful installation of CSCs in MDAs' specific internal conditions.

The findings show that there have been variations in the installation of CSCs in MDAs due to differences in their specific internal conditions. The findings ascertained that low levels of stakeholders' awareness, lack of management commitment, low level of stakeholders' involvement and lack of sufficient support were deficiencies in the implementation of the Public Service Reform Programme (PSRP) Phase 1, particularly the performance management interventions.

The study concludes that much may not be expected from the installation of CSCs if the MDAs do not support and invest more in revising the installation criteria to ensure an improved level of success. This basically remains the challenge to management and the prerequisite for the successful institutionalization of PSRP Phase 11, which aims at improving service delivery through the use of Charters and other Performance Management Systems (PMS).