The challenges facing local government in delivering efficient and effective public service in Tanzania: A case study of Bukoba Municipal Council

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Abstract: The main focus of the study was to examine the challenges facing local government in delivering public service a case study of Bukoba Municipal Council in Tanzania. In this study the researcher used qualitative and quantitative method as an instrument of data collection in which questionnaire observation and interview has been used, also the researcher was used a total number of 300 respondents who were local government employee, non local government employee and other respondents as a sample size to be conducted, finally both primary and secondary data has been applied in the data collection process. The finding reveal that inadequate funding, poor leadership, corruption, unqualified and undedicated workers, shortage of resources among others as major challenges facing local government authority in efficient and effective public service delivery in Tanzania. The paper has give out suggestion on how to deliver efficient and effective public service at the local revel, such as central government should provide enough financial support to local governments, strictly laws should be formed to fight against corruption, local government authority should ensure right workers are employed to deliver efficient and effective public service, local government should ensure there is provision of enough working resources in the office. The study conclude that if the above suggestions are employed, local governments in Tanzania would improved by providing efficient and effective public service to the people at the local level

Key words: Local government, local government employee, non local government employee, public service, Tanzania, effective, Efficient.

I. Introduction
The mainland Tanzania has a long history of functioning local government, starting with the Native Authorities Ordinance in 1926. There was a ten year break, as in 1972 the Local Government was abolished and replaced with a direct central government rule. The reintroduction of the Local Government occurred in the beginning of the 1980s, when the rural councils and rural authorities were re-established, but its ineffectiveness and inefficiency in delivery public service at local level has been a problem due to various challenges. According to (Tamasane and Marumo 2003) the aim of local economic development is to produce higher standards of living, improve the quality of life, alleviate poverty, create more and better jobs, advance skills and build capacity for sustained development in the future for local communities. Local government Authorities in mainland Tanzania for example account for approximately one in every five shillings of public spending (Georgia State University, 2005). The local government councils are required to provide efficient and effective public service to the people in the local level such as construction schools, construction of health care centers, construction of roads, among other public service. The problem within local government in efficient and effective public service delivery has been common in Tanzania which results to the poverty, unequal distribution of the resources in rural areas. Various scholars have conducted different studies where at the end have revealed that the source of economic growth in any country is through improving local authorities. The study of (Persky, Ranney et al. 1993) examine that urban places have a greater variety of production than rural areas and these rural areas are likely to specialize in relatively few local economic development activities. Given such interventions and the strategies, majority of Tanzania are still found to be living in deep poverty characterized by high level of unemployment, shortage of skills, etc. On the other hand (Prahalad 2006) says “what is needed is
a better approach to help the poor, an approach that involves partnering with them to innovate and achieve sustainable win-win scenarios where the poor are actively engaged”. This study will examine different challenges that facing local government in delivering efficient and effective public service to the local people in Tanzania, case study of Bukoba Municipal councils and give out the solutions and recommendations on how to solve the problem.

A. Statement of the problem

Inefficiency and ineffectiveness public service delivery to the local level people has been a big problem for a long period of time in Tanzania due to the various problems exists in local authorities. Various measures have been taken by government of Tanzania in orders to make the local government effective units delivery of social services, these include as Reforming Local Government (1996-2005) which aimed to form Local Authorities that are more autonomous in managing their administrative, personnel, and financial affairs and determining their own priorities, Local Governments that will operate in a more transparent and democratic manner, reflecting enhanced accountability to the people, Staff that will be responsible and accountable to their Local Authorities in terms of appointments, performance and discipline and to have Local Authorities that will have enhanced capacity in terms of well-qualified staff.

So, this study was intended identify different challenges facing local government in delivering effective and efficient public service in Tanzania and give out the solutions on how to solve the challenges facing local government authority.

B. Research question

The following research questions were raised based on the study background

(i) To what extent does financial barriers’ hindering local government authorities to deliver efficient and effective public service?

(ii) How do local leaders responsible to ensure there is effectively and efficient provision of public service?

C. Purpose of the study

This study aimed to examine different challenge facing the local government authorities in provision of effective and efficient public service in Tanzania.

D. Significance of the study

The findings of this study will develop some kind of new knowledge to the existing literature on the local government service delivery in Tanzania. The conclusions and recommendations based on the research findings would be useful for decision-making bodies to understand different problems that are related with the challenges of Local government service delivery in Tanzania. Finally, this study must open up some new directions leading future researchers for further studies in the same area.

II. Literature review

Local Government Authority is defined as part of government of a country operating at a local level, functioning through a representative organ known as council, established by law to exercise specific powers within a defined jurisdiction (Warioha 1999). Local government is a product of devolution as a dimension of decentralization. (Olowu and Smoke 1992).

(Chikerema 2013) defines local government as: Local government is that part of the whole government of a nation or state which is administered by authorities subordinate to the state authority, but elected independently of control by the state authority, by 52 qualified persons resident, or having property in certain localities, which localities have been formed by communities having common interests and common history.

(Meyer 1978) defines local government as follows: Local democratic governing units within the unitary democratic system of this country, which are subordinate members of the government vested with prescribed, controlled governmental powers and sources of income to render specific local services and to develop, control and regulate the geographic, social and economic environment of defined local area.

Local government is responsible in provision of different public services in local level, the local government councils are required to provide efficient and effective public service to the people in the local level such as construction schools, construction of health care centers, construction of roads, among other public service. Some scholars view local government authority as institutions to which legal and political authority from the central government and its agencies are transferred. (Mniwasa and Shauri 2001). The transfer includes the authority to plan make decisions and manage public affairs by agencies other than central government (Crook 2003).

Local government arrangement varies between countries. Even the way they are named may also be different. Examples of names for local government include region, department, county, municipal, City Township, council, etc (Manyak and Katono 2011).
III. Methodology

A. Research design
Sampling design is a design, is a working plan that specifies the population frame, sample size, sample selection, and estimation method in detail. Objective of the sampling design is to know the characteristic of the population and present the best conducts for the research to be done

B. Population

Information was collected from different respondents within Bukoba Municipal Council in Tanzania.

C. Data collection method
The study used various scientific data collection methods which include primary and secondary data source. In the primary data information were extracted from respondents through questionnaires and interview. In the secondary data the researcher was collect information from files, books, journals, newspaper and other documents.

D. Validity and Reliability of the instruments
The instrument (questioner) was first checked through the feasibility study to test the applicability and examine the validity and reliability of the instrument before starting the data collection process.

E. Organization of data collection
Data was collected personally through well designed and managed questionnaire from the respondents. The questions were into two forms open and closed ended. The respondent were given the questionnaire for five days and collected for further step of data analysis. The total numbers of respondent were 300 from Bukoba Municipal Council in Tanzania.

F. Data analysis
Data was analyzed by using SPSS trough simple regression analysis to ensure data integrity is accurate and appropriate.

IV. Empirical result and discussion

The total number of the respondents was 300 equivalents to 100% of the targeted sample female respondent were 107 equivalents to 35.7% and male respondents were 193 equivalents to 64.3%. In terms of age 47% of respondent were between age 35-45 and 30% were between age 46 and above and others were 23%. In terms of the level of education among the most respondents was secondary and university level. When respondents were asked if inadequate fund is one of the challenge that hinder local government to deliver efficient and effective public service, 67 (22.3%) agree that inadequate fund is one of the challenge that hinder local government to deliver efficient and effective public service, 73 (24.3%) of the respondent said they don’t know if inadequate fund is one of the challenge that hinder local government to deliver efficient and effective public service, 4 (1.3%) disagree that inadequate fund is one of the challenge that hinder local government to deliver efficient and effective public service while the remaining respondents 3 (1.1%) strongly disagree that inadequate fund is one of the challenge that hinder local government to deliver efficient and effective public service.

When respondents were asked if corruption is one of the challenge that hinder local government to deliver efficient and effective public service, 67 (22.3%) agree that corruption is one of the challenge that hinder local government to deliver efficient and effective public service, 73 (24.3%) of the respondent said they don’t know if corruption is one of the challenge that hinder local government to deliver efficient and effective public service, 4 (1.3%) disagree that corruption is one of the challenge that hinder local government to deliver efficient and effective public service while the remaining respondents 3 (1.1%) strongly disagree that corruption is one of the challenge that hinder local government to deliver efficient and effective public service.

When respondents were asked if unqualified and dedicated workers is one of the challenge that hinder local government to deliver efficient and effective public service, 153 (51%) agree that unqualified and dedicated workers is one of the challenge that hinder local government to deliver efficient and effective public service, 67 (22.3%) were strongly agree that unqualified and dedicated workers is one of the challenge that hinder local government to deliver efficient and effective public service, 73 (24.3%) of the respondent said they don’t know if unqualified and dedicated workers is one of the challenge that hinder local government to deliver efficient and effective public service, 4 (1.3%) disagree that unqualified and dedicated workers is one of the challenge that hinder local government to deliver efficient and effective public service while the remaining respondents 3 (1.1%) strongly disagree that unqualified and dedicated workers is one of the challenge that hinder local government to deliver efficient and effective public service.
When respondents were asked if poor leadership is one of the challenge that hinder local government to deliver efficient and effective public service 67 (22.3%) agree that poor leadership is one of the challenge that hinder local government to deliver efficient and effective public service, 153 (51%) were strongly agree that poor leadership is one of the challenge that hinder local government to deliver efficient and effective public service, 4 (1.3%) of the respondent said they don’t know if poor leadership is one of the challenge that hinder local government to deliver efficient and effective public service, 73 (24.3%) disagree that poor leadership is one of the challenge that hinder local government to deliver efficient and effective public service while the remaining respondents 3 (1.1%) strongly disagree that poor leadership is one of the challenge that hinder local government to deliver efficient and effective public service.

When respondents were asked if shortage of resources is one of the challenge that hinder local government to deliver efficient and effective public service 153 (51%) agree that shortage of resources is one of the challenge that hinder local government to deliver efficient and effective public service, 67 (22.3%) were strongly agree that shortage of resources is one of the challenge that hinder local government to deliver efficient and effective public service, 4 (1.3%) of the respondent said they don’t know if shortage of resources is one of the challenge that hinder local government to deliver efficient and effective public service, 73 (24.3%) disagree that shortage of resources is one of the challenge that hinder local government to deliver efficient and effective public service while the remaining respondents 3 (1.1%) strongly disagree that shortage of resources is one of the challenge that hinder local government to deliver efficient and effective public service.

V. Conclusion

This study aimed to examine the challenges face local government authority in delivering efficient and effective public service in Bukoba Municipal Council in Tanzania. The paper captioned the service delivery at local government, factors affecting service delivery at the local government and gives the solution on how to solve the challenges facing local government in effective and efficient delivery of public service. The essence of creation of local government all over the world is to provide effective and efficient public service to the local people. However Bukoba Municipal Council has not fulfilled their constitution function to deliver effective and efficient public service to the local people due to the various reasons such as corruption, poor leadership, inadequate fund, shortage of resources and shortage of unqualified and dedicated workers.

VI. Recommendation

In order for the Bukoba Municipal Council to deliver efficient and effective public service to the local people the following measures should be taken

Central government should provide enough financial support to local governments authority in provision of public service

(I) Strictly laws and regulations should be formed to fight against corruption from lower level

(II) Local government authority should ensure right workers are employed to deliver efficient and effective public service.

(III) Local government should ensure there is provision of enough working resources in the office.

References


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