

Impact of Tausi Portal's E-Business Licensing on Organisational Performance: A Case of Temeke Municipality in Dar es Salaam, Tanzania

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Abstract

Review the evaluation of the Tausi portal's electronically integrated business licensing services and organisational performance. The objectives of this study include the following: to examine the effects of perceived ease of use of the business licensing services using the portal on organisation performance; to study the effects of perceived usefulness of business licensing services using the portal on organisation performance; and finally, to study the effects of perceived trust in business licensing services using the portal on organisation performance. The study has adopted the descriptive survey research design. Simple random sampling was used to select a sample of seventy-one employees. Questionnaires were administered to collect data, which were analysed using SPSS. The study's findings indicated that perceived ease of use, perceived usefulness, and perceived trust have positively and significantly affected organisational performance. Thus, this study recommends further improving user experience and benefiting the organisation. The Tausi portal team is further encouraged to put more effort into standardising design elements and clarifying instructions to reduce variability in responses.

Keywords: Tausi Portal; E-Business Licensing; E-Governance; Organisational Performance; Perceived Ease of Use.

1.0 Introduction

The broad digital infrastructure, internet access, and government attention to technological advances have propelled e-government in developed nations (Temba, 2024). Lynn et al. (2022) argue that countries such as the US, Canada, the UK, and EU member states have adopted e-government through deliberate strategies aimed at enhancing service delivery and administrative efficiency through ICTs. The governments of the USA, Canada, the UK, and the EU invested heavily in digital infrastructure, broadband networks, and secure Internet systems to enhance tech-enabled governance (Aleisa, 2024).

E-governance has improved people's access to public services and reduced associated costs worldwide (Sarie & Alfian, 2023). Most e-governance initiatives in Africa are more often stagnant than progressing, with a few exceptions of successful projects (Michael, 2023; Muridzi & Dhliwayo, 2024). Major challenges include limited broadband connectivity, disorganised ICT infrastructure, and unreliable financial backing (Temba, 2024). In Tanzania, the early stage of e-governance implementation in public administration has provided some, yet not conclusive, information on indicators for improvements toward digital transformation in service delivery (Hans & Rutenge, 2024). Over the years, the government has introduced several e-governance programs to deliver public services that are more transparent, efficient, and accessible. Tausi Portal is one of the online integrated portals developed and made operational by the Business Registration and Licensing Agency (BRELA) in collaboration with local government authorities. The portal allows business entrepreneurs to apply for, renew, and monitor business licenses online, reducing bureaucratic delays, minimising human interaction, and increasing accountability in revenue collection. However, the full adoption and use of the portals themselves have not been uniform across municipalities, requiring continued investment in

digital infrastructure and user training, as well as improvements in system reliability, to realise the full benefits of e-governance in Tanzania.

Business licences are vital for any business, particularly Micro, Small and Medium Enterprises (MSMEs) (Dauri, 2021). Ease in granting licensing services is intended not only to benefit local investment activities but also to assist foreign investors in operating businesses locally through foreign investment; licensing issues have altogether obstructed business establishment (Murjiyanto & Andani, 2020). BRELA and other entities in Tanzania developed online portals to facilitate business registration and licensing processes, aiming to remove bottlenecks and improve service delivery (URT, 2018; NRD Companies, 2025).

Several studies have shown that perceived ease of use and usefulness of online services cultivate trust and satisfaction, ultimately leading to greater engagement and use of these services (Aneta et al., 2020). Moreover, perceived organisational trust is positively related to employee performance, suggesting that organisations can enhance performance by fostering trust in reliable electronic services (Fan et al., 2024). However, empirical studies on such factors in relation to electronic business licensing, mainly in Temeke, are scarce. The study seeks to investigate how electronically integrated business licensing impacts organisational performance.

2.0 Literature review

The optimisation and planning of wireless local area networks (WLANs) focus heavily on channel assignment and interference reduction because of IEEE 802.11ax (Wi-Fi 6) requirements in dense network environments. The increasing number of users in high-density areas leads to two major problems that degrade network performance: Overlapping Basic Service Sets (OBSS) and Co-Channel Interference (CCI). The chapter examines modern wireless channel allocation techniques, starting with static methods and progressing through heuristic and intelligent approaches to establish a basis for developing adaptive solutions.

2.1 Theoretical Review

2.1.1 Technology Acceptance Model

The technology acceptance model (TAM) predicts and explains technology use through its two constructs: perceived usefulness (PU) and perceived ease of use (PEoU), both of which are vital to technology acceptance (Davis, 1989). PU can thus be defined as the degree to which a user perceives that he/she can improve an aspect of job performance using the technology in question. The ease of use (PEoU) can therefore be defined as the degree to which a user perceives the use of a given technology as free of effort and thus easy (Davis, 1989). Most studies employing this model have suggested that, when initially adopting a new technology, PU is a critical determinant; however, over time, its importance wanes considerably with continued use (Venkatesh et al., 2003).

2.2 Empirical Literature Review

2.2.1 Perceived Ease of Use and Organisational Performance

Aremu (2023) examined those factors associated with the adoption of e-commerce by SMEs and keeping in mind the performance improvement focus for adoption, and how such factors-perceived ease of use, perceived usefulness, and perceived privacy-affect it. The study established that SMEs' adoption of e-commerce technologies to improve performance depends largely on perceived ease of use and perceived usefulness. Dela Merced et al. (2024) focused on the significant impact of the Electronic Business One-Stop Shop (E-BOSS) system on customer satisfaction. The issues interrogated were in terms of constructs broken down into Perceived Usefulness, Perceived Ease of Use (PEOU), and Intention to Use (ITU). The majority of respondents were satisfied with the system for processing business permit applications, as it brings unprecedented ease to SMEs.

Hypothesis 1: Extent of Perceived Ease of Use has a positive influence on Organisational Performance

2.2.2 Perceived Usefulness and Organisational Performance

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Sulistiyo (2023) examined the influence of perceived usefulness and ease of use on e-performance applications using technology acceptance models. The results showed that perceived usefulness, perceived ease of use, and organisational support influence and relate to attitudes toward e-performance acceptance in Brebes Regency. According to Hans & Rutenge (2024), such e-government significantly simplified the decision-making process by enabling better information flow, leading to faster, more effective decisions, all while ensuring important data security. Social services become more effective and are rendered more accountable and transparent through e-government.

Hypothesis 2: Extent of Perceived Usefulness has a positive influence on Organisational Performance

2.2.2 Perceived Trust and Organisation Performance

Trust is a key element in the successful adoption of digital platforms by public agencies and in their performance. Digitalisation might change processes within the organisation; however, its implementation depends heavily on users' trust in the system's reliability, security, and transparency. As Abubakar and Shrestha (2020) argued, digital transformation reshapes the business models of public organisations through automation and efficiency. Nevertheless, the level of its success is determined by stakeholders' trust in these technologies. Thus, the full deployment of even the best digital tools, with the consequent benefits to the organisation, would be limited without the necessary trust. On the contrary, Qatawneh et al. (2024) found that e-service quality positively influences e-trust and e-satisfaction, subsequently leading to e-loyalty. This outcome would significantly enhance the credibility and performance of public-sector institutions. Similarly, Kim et al. (2023) argued that perceived trust positively influences citizens' willingness to use e-government platforms, as citizens are more likely to use platforms they perceive as secure and transparent.

Hypothesis 3: The extent of perceived trust has a positive influence on organisational performance

2.3 Conceptual Framework

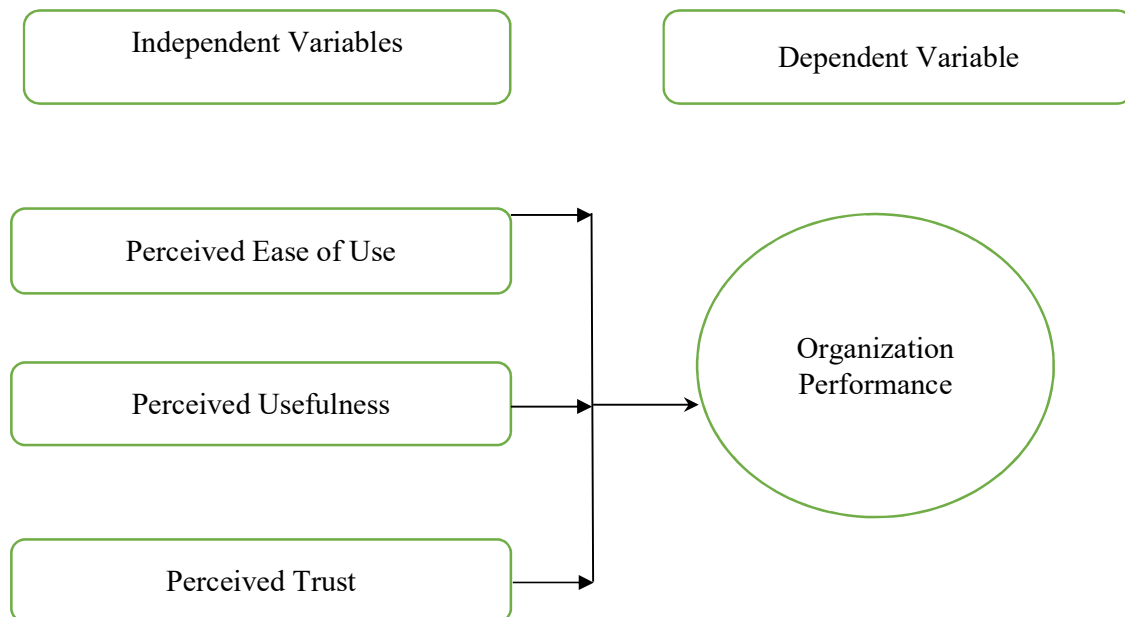


Figure 1 Conceptual Framework

3.0 Research Methodology

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3.1 Research Design

Simply put, descriptive research design is a systematic method for depicting the current state of phenomena without manipulating variables, to provide a more comprehensive view of the nature and behaviour of the target population. It is a systematic plan for describing evidence, a situation, setting, or population without the mess of variables (Shinija, 2024).

3.2 Target Population

People of all occupations qualify for inclusion in the research study, from which conclusions were derived from the set of subjects termed the target population (Willie, 2024). Thus, the target population for this study comprised 100 employees of Temeke Municipality. Employees constitute the primary study population because they directly use electronically integrated business licensing services via the TAUSI portal, thereby impacting organisational performance.

3.3 Sampling Technique

Sampling techniques are methods for selecting a sample from a population (Saunders et al., 2014). Probability sampling techniques were applied in this study; simple random sampling was used, meaning that a sample of 80 respondents was randomly selected from a pool of 100. This was because all participants had an equal probability of being included in the sample.

3.4 Sample Size

Sampling is a segment of the population whose characteristics are being studied to learn more about the whole population (Kothari, 2019). In this case, an 80-responder sample drawn from Temeke Municipal employees was used to analyse the relationship between the continuous dependent and independent variables. Derived from the Yamane formula, the sample size of 80 respondents is $n = N/(1 + Ne^2)$, where n is the required sample size, N is the target population, and e is the significance level (5%) calculated as $n = 100/(1 + 100 * 0.05^2) = n = 80$.

3.5 Data Collection

Structured questionnaires were an important method of data collection. The second step was to direct the questionnaire toward quantitative measures of the study variables: perceived ease of use, perceived usefulness, perceived trust, and organisational performance. Closed-ended items provided five response categories in a Likert Scale as follows: 1 - Strongly disagree; 2 - Disagree; 3 - Neutral; 4 - Agree; and 5 - Strongly agree. The scaling method allows respondents to indicate the intensity of their agreement with a multitude of statements, and afterwards, the data become more amenable to statistical analysis.

This was done to ensure that the questions were clear, relevant, and consistent by using a pre-test of the questionnaire with about 10 subjects, all of whom were personnel of the municipality of Temeke and would not be included in the main survey. Minor improvements to the wording and flow of the questions, based on feedback received, were made. The measure was established as reliable using Cronbach's alpha, which indicates internal consistency among items. The findings showed that all constructs had internal consistency reliability (Cronbach's alpha) values greater than the acceptable cut-off of 0.7, thus demonstrating their reliability.

Items were developed from established measures and verified for content and construct validity with the assistance of academic authorities, thereby enhancing the questionnaire's validity. Additionally, subjects were assured of confidentiality and anonymity to reduce response and social desirability biases. Subjects were encouraged to respond honestly. The researcher administered the questionnaires personally and provided clarifications as needed to ensure the information was collected as intended.

3.6 Data Analysis

According to Saunders et al. (2019), data obtained from any research is useful for meeting the research objective and addressing the research questions only if it is analysed and interpreted. Data were first coded and entered using SPSS. Descriptive statistics, such as frequencies, percentages, means, and standard deviation, were performed and inferential statistics. The study applied the following multiple

regression function:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \epsilon_{(i,t)}$$

Whereby:

Y = Organisation Performance

X₁ = Perceived Ease of Use

X₂ = Perceived Usefulness

X₃ = Perceived Trust

β₀ = Constant

β₁, β₂, and β₃ are parameter for estimation e = error term

4.0 Findings and discussion

4.1 Response Rate

The questionnaires were distributed to 80 Temeke Municipal employees and TAUSI portal users. Of these 80 questionnaires, 71 were collected, giving a response rate of 88.7 per cent. This indicates a good response rate among the study participants. The researcher contacted the respondents through email and phone calls before data collection began to encourage them to complete the questionnaires. This generated a very high response rate.

4.2 Demographic Information

This segment presents the respondents' demographics, comprising five subgroups: gender, age, level of education, period of Tausi use, and job category. These characteristics would provide background on participants, their experiences, and perceptions, all of which could greatly affect research results and assessments.

Table 1 Demographic Characteristics

Demographic	Frequency	Percentage
Gender		
Male	44	62.0
Female	27	38.0
Ages		
25 – 35 Years	23	32.4
35 – 45 Years	30	42.3
45- 50 Years	18	25.4
Education		
Postgraduate Diploma	18	25.4
Diploma Level	32	45.1
First University Degree	21	29.6
Working Experience		
Less than 1 Year	8	11.0
2- 3 Years	22	31.0
3 Years and Above	41	58.0
Job Category		
Business Owners	24	33.8
Administrative Staff	14	19.7
Trade and Business Officers	33	46.5

The study findings indicate that most respondents were male (62%), in the mid-career age bracket of 35-45 (42.3%), diploma holders (45.1%), and experienced staff (58% with 3+ years' experience). Primarily, trade and business officers accounted for 46.5% of respondents. Organisational factors such as gender, age, education, experience, and job category significantly affect the adoption, user

satisfaction, and effectiveness of the Tausi Portal for integrated electronic business licensing. Earlier studies have established that workforce competence, diversity, and culture significantly influence system performance and improve service delivery (Ismaniah et al., 2020; Putra & Santoso, 2020; Masbudi et al., 2025).

4.3 Descriptive Analysis

4.3.1 Descriptive Statistics for Perceived Ease of Use

The study found that users generally agreed with statements that the portal is user-friendly and highly navigable; the score for this dimension was 4.0. Further, ease of use was aided by clear instructions and easy access to tech support (means ranging from 3.9 to 4). Favourable attitudes towards ease of use promote acceptability and organisational performance by reducing the cognitive effort required of users during the learning process and training to operate efficiently (Ali & Younes, 2013; Cowen et al., 2014; Kruse et al., 2015). Thus, further improvements to the systems will enhance satisfaction, efficiency, regulatory compliance, and economic growth (Masbudi et al., 2025; Putra & Santoso, 2020; Rahman et al., 2022).

Table 2 Descriptive Statistics for Perceived Ease of Use

Statement	N	Mean	Std. Deviation
The Tausi portal interface is user-friendly and easy to navigate	71	4.0845	1.18015
Less effort goes into learning the use of the Tausi portal when applying for business licenses	71	3.9577	1.17639
Directions for submitting applications are clearly provided.	71	3.9014	1.18509
Technical support of the Tausi portal is readily available	71	4.0845	1.18015

4.3.2 Descriptive Statistics for Perceived Usefulness

According to the findings, users support the Tausi portal for improving business licensing by reducing application processing time, improving accuracy, simplifying compliance, or fostering better contact with authorities (mean \bar{x} 4.0; SD σ 1.11–1.15). This finding is consistent with studies showing that electronic collaborative licensing streamlines administrative processes, improves efficiency, and enhances organisational performance (Rahman et al., 2022; Putra & Santoso, 2020). \square ser satisfaction, system quality, and service quality are parameters for successful adoption and organisational outcomes (Migdadi et al., 2016; Masbudi et al., 2025; Sarie & Alfian, 2023).

Table 3 Descriptive Statistics for Perceived Usefulness

Statement	N	Mean	Std. Deviation
Using the Tausi portal will reduce the time required to obtain business licenses.	71	4.0141	1.15255
Greater accuracy with portals increases licensing processes	71	4.0141	1.11474
The system simplifies the compliance of a specific person with regulations	71	4.0282	1.15847
The Tausi portal brings better contact with local authorities.	71	4.0423	1.13938

4.4.3 Descriptive Statistics for Perceived Trust

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The results suggest that users generally trust the Tausi portal's secure handling of sensitive information (mean=4.0, SD=1.18) and find the licensing decisions fair and transparent (mean=4.0, SD=1.18). Updates on communication (mean=3.9, SD=1.24) and consistent, error-free processing of applications (mean=3.8, SD=1.60) are rated as average. The degree of trust within security and quality systems induces user satisfaction, user adoption, and organisational performance, bolstering operational efficiency and good governance (Migdadi et al., 2016; Maulana et al., 2021; Rahman et al., 2022; Kasmawati et al., 2022; Abdul et al., 2021; Masbudi et al., 2025).

Table 4 Descriptive Statistics for Perceived Trust

Statement	N	Mean	Std. Deviation
The Tausi portal securely handles sensitive business information.	71	4.0845	1.18015
Licensing decisions through the portal are clear and fair.	71	4.0845	1.18015
Portals update and maintain communications effectively	71	3.9014	1.24390
The system processes applications consistently without errors.	71	3.8732	1.60294

4.3.4 Descriptive Statistics for Organisation Performance

The portal was valued for significantly improving organisational performance in operational efficiency (mean=4), service delivery speed (mean=4.0), compliance (mean=4.0), and administrative costs (mean=4.0). Therefore, these findings support the research evidence that electronic integration streamlines processes, reduces bureaucracy, and improves service quality (Attia, 2022; Migdadi et al., 2016; Kasmawati et al., 2022). User satisfaction and system quality remain critical to achieving sustained benefits (Masbudi et al., 2025; Sarie & Alfian, 2023) and to better resource allocation and organisational growth (Marsh, 2024; Zanke & Sontakke, 2024).

Table 5 Descriptive Statistics for Organisation Performance

Statement	N	Mean	Std. Deviation
The Tausi portal has improved operational efficiency around licensing	71	4.0423	1.13938
The portal has also enhanced the speed of service delivery to clients.	71	4.0845	1.18015
Compliance with regulatory requirements has improved in our organisation.	71	4.0141	1.11474
The use of the portal has reduced our organisation's administrative expenditure.	71	4.0141	1.15255

4.4 Regression Analysis

In the subsequent summary, the regression coefficients from the SPSS output are presented. This provides the correlation coefficient (R), the coefficient of determination (R²), and the adjusted R². So, R² of .758 indicates that the independent variables, Perceived Ease of Use, Perceived Usefulness, and Perceived Trust, explain 75.8 of the variation in organisational performance; hence, the model has good explanatory power among the variables. The remaining 24.2 per cent represents the variance in organisational performance that could be explained by other variables not included in this model.

Table 6 Model Summary

Model	R	R Square	Adjusted R-Square	Std. Error of the Estimate
1	.871 ^a	0.758	0.747	0.59364

- a. Predictors: (Constant), Perceived Ease of Use, Perceived Usefulness, Perceived Trust
- b. Dependent Variable: Organisational Performance

The ANOVA analysis, as presented in Table 4.7, indicates sufficient evidence to reject the null hypothesis of no overall significance of the regression model at the 5% significance level ($F = 69.882$, $p = 0.000$). Therefore, one can conclude that the independent variables collectively exert a significant influence on organisational performance, thereby validating their adequacy in representing the data.

Table 7 ANOVA

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	73.882	3	24.627	69.882	0.000 ^b
Residual	23.611	67	0.352		
Total	97.493	70			

- a. Predictors: (Constant), Perceived Ease of Use, Perceived Usefulness, Perceived Trust
- b. Dependent Variable: Organisational Performance

Table 8 presents the regression coefficients, showing the individual contribution of each independent variable to organisational performance. The regression equation derived from the coefficients is as follows:

$$Y = 0.141 + 0.192X_1 + 0.672X_2 + 0.144X_3$$

Where:

- Y = Organisational Performance
- X₁ = Perceived Ease of Use
- X₂ = Perceived Usefulness
- X₃ = Perceived Trust

Table 8 Regression Coefficients

Model	Unstandardized Coefficients (B)	Std. Error	Standardised Coefficients (Beta)	t	Sig.
Constant	0.141	0.313		0.449	0.655
Perceived Ease of Use	0.192	0.072	0.192	2.665	0.010
Perceived Usefulness	0.672	0.065	0.708	10.395	0.000
Perceived Trust	0.144	0.065	0.144	2.199	0.031

The results indicate a strong, significant ($p < 0.05$) positive correlation among all three variables measured in this study related to organisational performance. Of the three, Perceived Usefulness has the greatest positive standardised coefficient ($\beta = 0.708$), leading to the conclusion that enhancements towards Usefulness of the Tausi Portal exert the greatest effect on the improvement of organisational performance, followed in order by Perceived Ease of Use ($\beta = 0.192$) and Perceived Trust ($\beta = 0.144$).

Furthermore, the multicollinearity diagnostics assessing the strength of the regression model were based on variance inflation factors (VIFs) and tolerance values. All VIF tests returned values below 3, while tolerance tests returned values above 0.3. From this, we can conclude that multicollinearity is absent, allowing each independent variable to contribute uniquely to the model.

Analysis of the residuals would check for any other regression assumptions. The Normal P-P Plot of the regression-standardised residuals confirms that they are normally distributed. Furthermore, the scatterplot of standardised residuals against predicted values showed no apparent patterns, indicating

homogeneity of variance. Thus, all tests confirm that the assumptions required for valid estimation with the regression model are satisfied.

5.0 Discussion

Regression analysis indicates that perceived ease of use positively influences organisational performance at the 0.010 level of significance ($\beta = 0.192$, $p = 0.010$). This supports the claim that user-friendly digital platforms, such as the Tausi Portal, help maintain employee productivity and satisfaction while enabling easy access to business licensing services. A further response aligns with Iddrisu (2025), which asserts that ease of navigation leads to more efficient use of the system. For the Temeke Municipal Council, the general population of employees who rate the Tausi Portal as user-friendly in terms of simplicity and navigation will determine how widely it is used, and this, in turn, will affect overall performance.

On the other hand, perceived usefulness had the highest positive impact on organisational performance, with the greatest path coefficient ($\beta = 0.672$, $p = 0.000$). This means that the existence of such systems would indeed be highly productive and effective in terms of use and in representing work performance achievements. According to Putra and Santoso (2020) and Masbudni et al. (2025), sites should free administrative processes from bureaucratic constraints, thereby enabling the prompt processing of necessary information and contributing to organisational effectiveness. Therefore, the study's emphasis on perceived usefulness focuses on what employees expect to gain on the ground in terms of practicality and efficiency, thereby furthering their performance. Effectiveness can be seen in how well the Tausi Portal is integrated into day-to-day work habits and functions, meeting users' operational expectations.

Perceived trust could also contribute to the organisation's performance ($\beta = 0.144$, $p = 0.031$). This is quite a background to say that trust has to be established for the successful internalisation of digital government platforms. The arguments made by Migdadi et al. (2016) and Kasmawati et al. (2022) support this, in which users' faith in the reliability, security, and transparency of an e-service system cultivates compliance and resistance to technological change. Thus, in the case of the Tausi Portal, it is presumed that trust will motivate users to use the system for business licensing, thereby improving the municipality's overall effectiveness. Trust, therefore, becomes a social lubricant that ensures the smooth running of e-governance initiatives.

However, the study acknowledges some limitations. One: this research is limited to one municipal council, Temeke, and, by implication, cannot be generalised to other local government authorities, which are likely to differ in their level of digital readiness or even in their infrastructures. Two: the responses of 71 respondents may not have provided a broad enough spectrum to reflect the sentiments of all respondents involved in the business licensing process. Three: Because the data are self-reported, bias may arise from socially desirable responding. Future research may want to undertake comparative investigations across different municipalities or a mix of methods to underpin quantitative investigations with qualitative observations.

Generally, the findings suggest that perceived ease of use, perceived usefulness, and perceived trust are the leading factors in organisational performance in a digitalised public service environment. Continuous improvement in usability, functionality, and reliability will be the pillars of sustainable performance improvement in systems such as the Tausi Portal. Municipalities can fast-track digital transformation to achieve tangible improvements in service delivery within Tanzania's e-governance landscape by addressing all these determinants.

6.0 Conclusion

The goal of this study is to determine the impact of electronically integrated business licensing services through the Tausi Portal on organisational performance, specifically against the background of three research objectives: to establish the effects of perceived ease of use, perceived usefulness, and perceived trust on organisational performance at the Temeke Municipal Council. The findings reveal that all three constructs have statistically significant positive correlations with organisational outcomes,

thus confirming the critical role of user perception in successful e-government delivery. The first is that perceived ease of use supports employee efficiency and satisfaction; in other words, when digital systems are perceived as user-friendly, employees can complete assignments more efficiently. This directly supports the first objective while emphasising the need for user-friendly designs to enhance service delivery. The other, perceived usefulness, turns out to be the most important predictor of performance in the organisation. This serves to fulfil the second objective by stating that employees are more inclined to adopt and rely on the Tausi Portal when it visibly improves work procedures, reduces time spent on bureaucratic delays, and assists with compliance in licensing procedures. Perceived trust, on the other hand, led to a positive appraisal of the third objective and successful performance. That is to say, having some trust in the reliability, security, and transparency of the Tausi Portal ensures continued use of the Tausi Portal, with less resistance to change and greater accountability in digital transactions. These collectively imply that the operational efficiency, service transparency, and compliance of the local government will be improved through the Tausi Portal, well beyond Temeke Municipality; the sustainability of these services is also fostered, enabling the government to demonstrate empowered performance in other areas. Thus, based on the findings, the study concludes that, in addition to transforming administrative processes for digital licensing systems such as the Tausi Portal, the concept of governance is entrenched as the core idea for promoting transparency, reducing compliance costs, and improving service availability. Well-justified e-governance is an appraised segment of the Tanzanian public sector, characterised by improved systems, stakeholder engagement, and investment in ICT capacity building.

7.0 Recommendation

To achieve maximum impact and sustainability of performance enhancements within the organisation, key recommendations are strategically presented to different stakeholders.

7.1 For the Government and Policy Makers

The Ministry of Information, Communications, and Technology, as the key government player, should mainstream the standardisation of system designs and operational guidelines across municipalities. This sets criteria for consistency (also known as interoperability) and for harmonisation with national e-governance programs. In addition, policy support ought to provide sustained funding and investment in ICTs to ensure system stability, reliability, and data security. Trust and accountability, which are extremely important criteria for users, can be bolstered by a robust regulatory environment.

7.2 For the Development and Management Team of the Portal Tausi

The portal team should consider a user-centred design that includes additional usability testing, feedback sessions, and training workshops, thereby reducing user discomfort and uncovering inefficiencies in the system. Improved navigation, along with clear instructions, could enhance perceived ease of use, while efficient system updates and maintenance would keep the portal responsive to technological and regulatory changes. The team should also put in place a user support mechanism- a help desk, and tutorials/e-s to support adoption and utilisation.

7.3 For Local Government Authorities

Local authorities should work to promote awareness and train their staff and external users. This increases digital literacy and confidence in using the Tausi Portal. It also facilitates feedback from municipal users to system administrators, thereby hastening communication on operational challenges that require developer input. Also, the portal should be institutionalised with internal monitoring and evaluation, focusing on its impact on service delivery efficiency and compliance.

7.4 For End-Users and Stakeholders

End users should be encouraged to take an active role in improving the portals by completing surveys and feedback forms and reporting technical issues. This continued engagement will enable more tailored

responses to practical needs related to system upgrades, while enhancing stakeholders' trust and ownership.

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