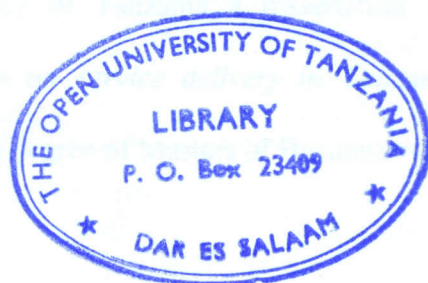


**CHALLENGES FACING THE EXECUTIVE AGENCIES ON SERVICE
DELIVERY IN TANZANIA**



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ABSTRACT

The main purpose of this study was to explore the challenges facing the Executive Agencies in delivering their services. The study was carried out using a case study methodology. Four EAs which are Drilling and Dam Construction Agency (DDCA), Tanzania Public Service College (TPSC), Tanzania Food and Drugs Agency (TFDA) and Tanzania Meteorology Agency (TMA) took part in study where Management, Employees and Customers were the participants during data gathering.

The findings revealed that, most of the EAs are semi autonomous in such a way that, they depend on fund support from the government. Also they lack capital which causes them to operate in poor working environment and equipments. The findings also indicated that, EAs are working with non professionals and non skilled people which have led them to perform below expectations. In the other hand, the findings pointed out that, EAs operate in high cost to earn capital. From the findings, it was suggested that, government should assist the EAs to have capital for buying modern equipments which are expensive and other facilities which will contribute to improving the service delivered to the public.

The study concluded that, many services require customer to participate in creating the service product. EAs need to be customer focused as is the main objective of introducing them. It ends by recommending on capacity building to the EAs to increase effectiveness and efficiency of the services offered.