The Level of Accessibility of e-Feedback System Technology among Citizens of Temeke Municipal Council in Dar es Salaam, Tanzania

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ABSTRACT

The study sought to investigate effectiveness of e-feedback system among citizens of Temeke Municipal Council in Dar es Salaam, Tanzania. The specific objectives of the study were to evaluate level of accessibility of e-feedback system technology among citizens of Temeke Municipal Council, to assess the level of digital skills and its influence on e-feedback system usage among citizens of Temeke Municipal and to assess the level of motivation and its influence on the usage of e-feedback system among citizens of Temeke Municipal. The study was guided by decomposed theory of planned behaviour while conceptual framework was developed to indicate the relationship between independent variables and dependent variable. The study used explanatory research design while simple random sampling technique was used to select members of sample size who were 133 respondents from the target population of 199 people. Data were collected through questionnaire while data were analyzed using descriptive and multiple regression analysis with the aid of SPSS. The study found that there is low level accessibility of e-feedback system technology among citizens of Temeke Municipal Council since most of the citizens are not aware of the existence of the system while level of digital skills on e-feedback system among citizens of Temeke Municipality is low. The study concluded that to a large extent there is low usage of e-feedback system due to the low-level awareness of the existence of the system. It is recommended that the management of the organisation should conduct widespread public awareness campaigns to inform citizens about the existence and benefits of the e-feedback system at large.

Keywords: Electronic Government System, E-feedback System, Accessibility of E-feedback System, Digital Skills on E-Feedback System

I. INTRODUCTION

Globally, the e-feedback system, a component of electronic Government systems (eGov), has revolutionized how governments and their institutions (GIs) deliver information and services to citizens and other stakeholders. As noted by Multama et al. (2019), the e-feedback system belongs to transactional eGov, facilitating two-way communication between GIs and citizens through ICT devices such as computers, the Internet, wireless networks, and cell phones. This system has been a significant advancement in eGov services, allowing citizens to express their demands, such as complaints, inquiries, and other concerns, and receive prompt replies from the respective GIs (Blanc, 2020).

The adoption and usage of e-feedback systems are influenced by factors like accessibility to e-feedback technology, digital skills, and citizens' motivations toward using these systems (Blanc, 2020). The e-feedback system was first introduced in European and Northern American countries in the 1990s to facilitate information transactions between and among GIs (Aritonang, 2017). By 2000, it had spread across most developed countries, although in many developing countries, the diffusion occurred around the 2010s (Munyoka, 2020). Today, the e-feedback system has become a well-known eGov platform through which citizens interact with GIs by utilizing ICT devices such as computers, the Internet, and cell phones. These devices enable citizens to access and send their inquiries and complaints through specific website portals, receiving timely responses from GIs. The level of usage of e-feedback systems varies among citizens and countries due to technological accessibility, digital skills, and citizens' motivations, as supported by the Decomposed Theory of Planned Behaviour (DTPB) (Taylor & Todd, 2019; Viik et al., 2019).

In the context of developing countries, studies have highlighted the challenges of implementing eGov platforms like e-feedback systems. In Africa, empirical evidence from Nigeria shows that citizens' access to ICT devices significantly influences the performance and usage of eGov platforms (Alzahrani et al., 2018). Similarly, United Nations Educational, Scientific, and Cultural Organization [UNESCO] (2017) emphasized that many African

countries face challenges in implementing eGov systems due to a lack of ICT infrastructure, inadequate leadership support, social exclusion from ICT, and high costs. These persistent challenges suggest that interactions between citizens and GIs through e-feedback systems in Africa may still be limited.

In Tanzania, the development of the e-feedback system as part of eGov dates back to the 1990s, with the government reforming the public sector to improve service delivery (Controller and Auditor General Report, 2023). The introduction of basic ICT devices, such as computers, facilitated data processing, storage, retrieval, and the exchange of information within GIs. The 2003 National ICT Policy, revised in 2016, aimed to address challenges in adopting and using eGov, including the recognition of ICT professionals and the availability of skilled human resources (United Republic of Tanzania, 2023). As part of these efforts, the President's Office – Regional Administration and Local Governments (PO-RALG) launched the e-feedback system in 2021 to enhance interactions between citizens and GIs, allowing citizens to submit their concerns online (Abubakr & Kaya, 2021).

1.1 Statement of the Problem

Despite these advancements, the usage of eGov systems, including e-feedback, remains low among both internal and external users in Tanzania, as highlighted by recent Controller and Auditor General reports (CAG report, 2023). At Temeke Municipal Council, for example, the adoption of the e-feedback system in 2022 saw minimal engagement, with only 56 citizens using the system to submit complaints and requests between 2022 and 2023, compared to 199 citizens who visited the council's office in person during the same period (United Republic of Tanzania, 2023). This discrepancy raises concerns about whether the low usage is due to limited access to e-feedback facilities, low digital skills, or a lack of motivation among citizens. Given the relatively recent introduction of the e-feedback system in Tanzania and the limited research on its usage, it is crucial to investigate the factors influencing low usage among citizens in Temeke Municipality. Understanding these determinants is essential for informing government institutions about the challenges and opportunities associated with eGov, enabling further reforms to enhance citizen-GI interactions and improve service delivery. This study, therefore, focused on assessing the Temeke Municipality. Moreover, Blanc (2020) argued that usage of eGov essentially depended largely on technological accessibility, digital skills and motivations of users to use the eGov. On top of that, Pérez et al. (2020) highlighted that education of users about eGov was one of the influential factors of citizens' use of eGov services. The research gap identified from the above researches related to their context since none of the researches focused on level of accessibility of e-feedback system technology among citizens of Temeke Municipal Council. Theoretically, none of the researchers adopted the constructs from The Decomposed Theory of Planned Behaviour.

1.2 Research Objectives

The study sought to determine level of accessibility of e-feedback system technology among citizens of Temeke Municipal Council

II. LITERATURE REVIEW

2.1 Theoretical Review

2.1.1 The Decomposed Theory of Planned Behaviour

The Decomposed Theory of Planned Behavior (DTPB), developed by Taylor and Todd extends the TPB by decomposing its constructs to overcome the limitations of most technological adoption theories and to better understand the factors influencing users' intentions and actual usage of technology (Taylor & Todd, 2019; Kanimozhi & Selvarani, 2019). The DTPB decomposes the attitude towards behavior into perceived usefulness, ease of use, and compatibility; subjective norm into superior's influence and peer influence; and perceived behavioral control into self-efficacy, resource facilitating condition, and technology facilitating condition (Kanimozhi & Selvarani, 2019). The DTPB is relevant to the current study as it provides a framework to analyze the determinants influencing the low usage of the e-feedback system in LGAs, such as perceived ease of use, digital skills (self-efficacy), and motivations (perceived usefulness, compatibility, and peer influence) (Taylor & Todd, 2019). By applying DTPB, this study aims to determine whether the low usage of the e-feedback system among citizens of Temeke Municipality is due to limited access to e-feedback facilities, low digital skills, and lack of motivation towards e-feedback technology.

2.2 Empirical Review

2.2.1 Level of Accessibility of E-Feedback System Technology among Citizens

Tejedo-Romero *et al.* (2022) explored how the dimension of Portuguese municipalities can explain the implementation of participatory process and channels through eGov initiatives to improve participation and interaction with society. The data of the above research involved analysis of the municipal information and interaction index. The research findings showed that Portuguese municipalities were increasingly developing online initiatives for citizens' participation. However, the level of usage of eGov was not as expected. They recommended to the Portuguese Government and municipalities that they should pay attention to the capabilities of eGovt tools to better facilitate the e-participation process and provide the necessary channels to get citizens' feedback. Overall implications of the above results is that Portuguese Government and municipalities could realize high usage of eGov by enhancing the capabilities of eGov devices (computers, Website Portals and Internet) as well as capabilities of the citizens in using e-feedback system.

One significant challenge identified was that while many municipalities had implemented various eGov tools, citizens were not utilizing these resources as anticipated. This discrepancy suggests potential barriers that may hinder effective engagement, such as lack of awareness, insufficient digital literacy among citizens, or inadequate promotion of available eGov services. In light of these findings, Tejedo-Romero et al.(2022) made several recommendations directed toward both the Portuguese Government and individual municipalities. They emphasized the need for authorities to focus on enhancing the capabilities of eGov tools to better facilitate the e-participation process. This includes improving user interfaces, ensuring accessibility, and providing comprehensive support systems that guide citizens in using these platforms effectively.

Moreover, it was suggested that there should be an emphasis on creating necessary channels for obtaining citizen feedback. Such channels are vital for ensuring that citizens feel their voices are heard and valued within the governance process. The overall implications drawn from this research suggest that by enhancing both the technological capabilities of eGov devices—such as computers, website portals, and internet access—and improving citizens' abilities to navigate these systems, higher levels of engagement with eGov initiatives could be achieved. This dual approach would not only empower citizens but also strengthen democratic processes by fostering greater transparency and accountability within local governments. Tejedo-Romero et al.'s study highlights critical areas where improvements can be made in order to realize the full potential of eGov initiatives in Portugal. By addressing both technological enhancements and citizen capabilities, municipalities can create a more participatory environment conducive to active civic engagement.

Rana (2017) tested nine alternative theoretical models of technology adoption in the context of an eGov system in India. The researchers collected data from citizens in four selected Districts in the State of Bihar in India. The results revealed that performance of eGov was not up to the expected label in terms of behavioral intentions and actual usage. The above research is applicable to the present study in a sense that it tries to communicate the eGov suffers low usage of potential users since both behavioral intentions and actual usage of eGov among citizens in four District from Bihar State of India was low.

Owusu et al. (2022) did a case study for secure eGov services adoption among four organizations from public and private sector in Ghana. They adopted a mixed research method which often combines both qualitative and quantitative methods. The questionnaire was used to collect data. The results revealed that perceived usefulness, perceived trust, perceived IT security and behavioral intention had a direct and positive effect on the actual usage and adoption of technology of eGov services. The argument on the above research is that it tries to tell that perceived usefulness as to be used by the present study account for actual usage of eGov services.

Solomon and van Klyton (2020) did review research about eGov implementation stage, its challenge and benefits in selected countries in Africa. The paper concluded that technical factors (ICT infrastructure's privacy and security), organizational factors (top management support, resistance to change, lack of qualified personnel and training) and social factors (digital divide and culture) and financial (high cost of eGov) affected eGov implementation. The above research is applicable by the currents study because the researchers argued that technological accessibility (ICT infrastructures), digital skills (inclusive digital education as opposed to digital divide) and users' motivations (top management support) were important influential factors towards implementation of eGov in African countries.

Sulehat and Taib (2016) did research to complement the results of the eGov surety based on eGov portals among developed and developing countries. The main focus was on identifying the changes faced by e-participation initiatives and key areas of attention for the GIs. The results showed that there was eGov did not support deeper citizens' interactions with GIs due to low technological accessibility, low digital skills, lack of understanding of citizens motivations use eGov to interact with the GIs and reluctance of GIs to genuinely share agenda setting and decisions making power with the citizens. The above research is applicable by the current study as it argue that usage

of eGov essentially depends largely on technological accessibility, digital skills and motivations of users to use the eGov.

Pérez et al. (2020) investigated the effect of eGov in European countries. Through analyzing panel data obtained from 27 European countries from 2010 to 2018, the researchers showed that citizens' use of eGov services was influenced by digital divide which was associated by income and education among others. The above research is applicable to the present study based on the argument that education of users about eGov is one of the influential factors of citizens' use of eGov services.

III. METHODOLOGY

3.1 Research Design

The study employed an explanatory research design to investigate the factors contributing to the low usage of the e-feedback system among citizens of Temeke Municipality. This design was suitable for examining the relationships between various independent variables, such as technological accessibility, digital skills, and motivation, and the dependent variable, which is the low usage of the e-feedback system.

3.2 Study Area

The study was conducted in Temeke Municipality, Dar es Salaam, due to its significant population and the observed discrepancy between citizens visiting the Municipal Council's office and those using the e-feedback system.

3.3 The Population of the Study

The population of this study was 199 citizens of Temeke Municipality who visited at the Temeke Municipal Council's Office to express their complaints and inquiries between 2022 and 2023 despite using the e-feedback system to obtain similar services

3.4 Sampling Techniques and Sample Size

This current study used simple random sampling technique to select respondents. Simple random sampling ensured that every citizen within the Temeke Municipal Council has an equal chance of being selected. This minimized selection bias, making the sample more representative of the broader population. Through selecting respondents randomly, the findings from the sample were generalized to the entire population of the council. This technique helped in reducing any form of selection bias, as no particular group is given preference. It provided a more objective and unbiased view of how different citizens experience and use the e-feedback system. On the other hand, the actual sample size of the citizens was 133 respondents. It was calculated using Taro Yamane formula below because total population (N) is well known.

$$n = \frac{N}{1 + N(e^2)}$$

Where:

n = Sample size;
N = Study population;
e = Marginal error equal to 5% at 95% confidence level.

Through substituting 199 to 'N', the value of n is obtained as follows: $n = 199/[1+ 199 (0.05)^2$
n= 199/1.4975 = 133 citizens.

3.5 Data Collection Instruments

The data collection instrument of this research was structured questionnaire which was used to gather data from all respondents individually. The questionnaire contained the closed-ended questions only and was administered by the researcher and two trained research assistants. Questionnaires provide a uniform set of questions, ensuring that all respondents are asked the same questions in the same order. This standardization helps reduce bias and increases the reliability of the data collected. Questionnaires can be distributed to a large number of respondents simultaneously, making data collection faster and more efficient compared to methods like interviews or focus groups. They are generally less expensive to administer, especially when distributed electronically, as there are fewer costs associated with staffing and logistics.

Respondents feel more comfortable providing honest answers when using a questionnaire, especially if it allows for anonymity. This can lead to more candid responses, particularly on sensitive topics. Questionnaires can include closed-ended questions that facilitate quantitative analysis, allowing researchers to easily analyze and compare data using statistical methods. They can be easily tailored to fit the specific needs of a study and can include various types of questions (e.g., multiple choice, Likert scale) to gather different kinds of information. Questionnaires can be administered to respondents in diverse geographic locations, enabling researchers to collect data from a wider audience without the need for physical presence.

3.6 Data Analysis

Data analysis involved descriptive method. Descriptive analysis was used to summarize demographic characteristics and the responses related to the level of accessibility of e-feedback system technology among citizens of Temeke Municipal Council.

IV. FINDINGS & DISCUSSION

4.1 Usage of E-feedback System

This is dependent variable sought to assess l usage of e-feedback system among citizens of Temeke Municipality. To achieve this objective, about 119 respondents answered the questionnaire, and thus the findings are presented in Table 1.

Table 1
Usage of e-feedback system

Statement	1		2		3		4		5	
	F	%	F	%	F	%	F	%	F	%
There is increased response rate as the result of usage of e-feedback system	4	3.4	61	51.3	18	15.1	61	51.3	28	23.5
There is more timely feedback as the result of usage of e-feedback system	54	45.2	17	14.3	10	8.4	33	27.7	5	4.2
There is increased customer satisfaction as the results of usage of e-feedback system	69	58.0	3	2.5	14	11.8	31	26.1	2	1.7

1 Strongly disagree, 2-Disagree, 3-Neutral, 4-Agree and 5-Strongly agree.

On the basis of increased response rate from using the e-feedback system: 51.3% of respondents disagreed, while 23.5% strongly agreed. This indicates that the e-feedback system has led to an increased response rate from citizens. More timely feedback from using the e-feedback system: 27.7% agreed and 45.4% disagreed that the e-feedback system has resulted in more timely feedback. This suggests the e-feedback system has improved the timeliness of feedback. Increased customer satisfaction from using the e-feedback system: 26.1% agreed and 58% strongly disagreed that the e-feedback system has increased customer satisfaction. This implies the e-feedback system has enhanced citizen satisfaction with municipal services. In that regard, the table indicates that the e-feedback system implemented by Temeke Municipality has been effective in increasing response rates, providing more timely feedback, and improving customer satisfaction among citizens.

Table 2
Level of Accessibility

Variables	1		2		3		4		5	
	F	%	F	%	F	%	F	%	F	%
I have access to a reliable internet connection for e-feedback	31	26.1	34	28.6	12	10.1	30	25.2	12	10.1
I can easily access the internet on my mobile phone for e-feedback	20	16.8	40	33.3	9	7.6	33	27.7	17	14.3
I am comfortable using computers and smartphones for e-feedback	38	31.9	48	40.3	28	23.5	2	1.7	3	2.5
I understand how to use online feedback systems.	31	26.1	67	56.3	20	16.8	1	.8	0	0
The e-feedback system is easy to understand and navigate	25	21.0	51	42.9	15	12.6	16	13.4	12	10.1

Access to reliable internet connection for e-feedback: Findings indicated that 54.7% of respondents disagreed or strongly disagreed that they have access to a reliable internet connection for e-feedback. This lack of reliable internet access is a major barrier to citizens being able to use the e-feedback system effectively. Access to internet on mobile phones for e-feedback: The study also revealed that 50.1% of respondents disagreed or strongly disagreed that they can easily access the internet on their mobile phones for e-feedback. That is to say poor mobile internet access limits citizens' ability to provide feedback through online channels.

Comfort using computers and smartphones for e-feedback: Meanwhile, about 72.2% of respondents disagreed or strongly disagreed that they are comfortable using computers and smartphones for e-feedback. This suggests that lack of digital literacy is a major barrier, and citizens are generally able to use the required technology. Understanding of how to use online feedback systems: In the same trail, about 82.4% of respondents disagreed or strongly disagreed that they understand how to use online feedback systems. This lack of understanding on how to use the e-feedback system is a significant obstacle to its adoption and usage by citizens. Ease of use of the e-feedback system: Moreover, about 63.9% of respondents disagreed or strongly disagreed that the e-feedback system is easy to understand and navigate. If the system is perceived as difficult to use, citizens will be less likely to engage with it, contributing to the low usage. Generally, it can be said that the key factors contributing to the low usage of the e-feedback system in Temeke Municipality are low level awareness on the existence of the system, lack of reliable internet access, both fixed and mobile, lack of understanding on how to use the online feedback system as well as perceived difficulty in navigating and using the e-feedback system.

4.2 Discussion

On the basis of increased response rate from using the e-feedback system: 51.3% of respondents disagreed, while 23.5% strongly agreed. However the researcher considers that when there is effective e-feedback in the organisation, that would render to provide real-time monitoring of survey responses, allowing organizations to track response rates and make necessary adjustments promptly. This immediate feedback loop can help identify issues that may be hindering response rates and address them in a timely manner. E-feedback systems enable personalized survey invitations and reminders, which have been shown to increase response rates. Through the process of tailoring communications to individual respondents, organizations such as Temeke Municipal etc. can create a more engaging. According to Tejedo-Romero et al. (2022), electronic systems are easily accessible, allowing respondents to provide feedback at their preferred time and location. E-feedback can be submitted and processed much faster than traditional paper-based methods. Many e-feedback systems offer anonymity, encouraging more honest and candid responses. Electronic systems eliminate printing, distribution, and manual data entry expenses. Responses are gathered instantly, enabling quicker analysis and action.

More timely feedback from using the e-feedback system: 27.7% agreed and 45.4% strongly disagreed that the e-feedback system has resulted in more timely feedback. However, the researcher considers that timely feedback can only be achieved if the larger community members are aware of the system.

Electronic feedback systems allow for quick and easy communication between managers, peers, and employees. With just a few clicks, feedback can be shared instantly, eliminating the delays often associated with traditional feedback methods like scheduled meetings or written reports. On the other hand e-feedback systems enable real-time updates and notifications. Managers can provide feedback as soon as they observe a behavior or performance, ensuring that employees receive timely information about their progress. This immediacy helps employees make necessary adjustments promptly. The study findings are supported by Rana (2017) that electronic systems often include features for tracking and monitoring feedback exchanges. This allows both managers and employees to see the history of feedback provided and received, making it easier to identify patterns, trends, and areas for improvement in a timely manner. Some e-feedback systems have automated reminder functionalities that prompt users to give or request feedback at regular intervals or specific milestones. These reminders help ensure that feedback is not forgotten or delayed due to busy schedules or competing priorities. E-feedback system streamlines the feedback process, making it more accessible, immediate, trackable, and automated, ultimately resulting in more timely feedback for individuals within an organization.

Increased customer satisfaction from using the e-feedback system: 26.1% agreed and 58% strongly disagreed that the e-feedback system has increased customer satisfaction. However the researcher considers that if the customers would be aware of the use of e-feedback that would lead to the customer satisfaction. E-feedback systems allow for personalized interactions with customers. Through collecting feedback electronically, businesses can tailor their responses and offerings to individual preferences, leading to increased satisfaction. Electronic feedback systems enable quick responses to customer queries or concerns. This rapid feedback loop can address issues promptly, showing customers that their opinions are valued and fostering satisfaction. E-feedback systems provide a convenient

platform for customers to share their thoughts and experiences at their own pace and convenience. This ease of communication can enhance customer satisfaction by making it effortless for them to provide feedback.

This is in line with Khan et al. (2021) through utilizing e-feedback systems, businesses can continuously gather insights from customers and make iterative improvements based on this feedback. This commitment to enhancement demonstrates responsiveness to customer needs, ultimately boosting satisfaction levels. E-feedback systems promote transparency in the feedback process. Customers appreciate being kept informed about how their feedback is used to drive changes or improvements, leading to a sense of trust and satisfaction in the company's operations.

In terms of access to reliable internet connection for e-feedback, findings indicated that 54.7% of respondents disagreed and strongly disagreed that they have access to a reliable internet connection for e-feedback. This lack of reliable internet access is a major barrier to citizens being able to use the e-feedback system effectively. Many citizens lack access to personal computers, smartphones, or tablets. This limits their ability to access the e-feedback system, which is primarily designed for online use. Even if citizens own devices, they do not have reliable internet access. This is due to factors like high costs. The lack of internet access creates a digital divide, excluding a significant portion of the population from participating in the e-feedback system. This leads to underrepresentation of certain communities and perspectives in the feedback process.

The study findings are supported by Tejedo-Romero et al. (2022) who found that citizens are hesitant to use the e-feedback system due to lack of reliable internet. The adoption of e-feedback systems has become increasingly common in various sectors, particularly in government and public services. These systems are designed to facilitate communication between citizens and authorities, allowing for streamlined feedback on services, policies, and community issues. However, a significant barrier to the effective use of these systems is the lack of reliable internet access, which leads to citizen hesitance. This issue can be examined through several key aspects: The concept of the digital divide refers to the gap between individuals who have easy access to digital technology and those who do not. In many regions, especially rural or underserved urban areas, citizens may lack reliable internet connections due to inadequate infrastructure. This divide creates disparities in access to e-feedback systems, where only those with stable internet can participate effectively. In terms of access to internet on mobile phones for e-feedback, the study also revealed that 50.1% of respondents disagreed and strongly disagreed that they can easily access the internet on their mobile phones for e-feedback. That is to say poor mobile internet access limits citizens' ability to provide feedback through online channels. Findings suggest that one of the primary reasons why poor mobile internet access limits citizens' ability to provide feedback through online channels at Temeke Municipal Council is inadequate infrastructure. For instance, a study by the World Bank (2016) found that in developing countries, only 17% of the population has access to high-speed mobile internet, compared to 83% in developed countries. This infrastructure gap creates a significant barrier for citizens in Temeke to provide feedback online.

Another factor limiting citizens' ability to provide feedback through online channels is the high cost of mobile internet. According to a report by the Alliance for Affordable Internet (2020), the average cost of 1GB of mobile internet in Tanzania is 2.2% of the average monthly income, making it unaffordable for many citizens. The high cost of mobile internet forces citizens to prioritize essential uses, such as communication and education, over non-essential activities like providing feedback to the municipal council. Poor mobile internet access also limits citizens' ability to provide feedback through online channels due to low digital literacy skills. Many citizens in Temeke may not have the necessary skills to navigate online platforms, fill out feedback forms, or communicate their concerns effectively. A study by the United Nations Educational, Scientific, and Cultural Organization (UNESCO, 2017) found that only 25% of the population in developing countries has basic digital literacy skills, compared to 58% in developed countries. This skills gap creates a significant barrier for citizens in Temeke to provide feedback online.

Also poor mobile internet access limits citizens' ability to provide feedback through online channels due to the limited availability of online feedback channels. Temeke Municipal Council may not have a well-established online feedback system, making it difficult for citizens to provide feedback even if they have access to mobile internet. A study by the Yonazi (2013) found that only 27% of governments in developing countries have a dedicated online feedback platform, compared to 64% in developed countries. This availability gap creates a significant barrier for citizens in Temeke to provide feedback online. Generally, poor mobile internet access limits citizens' ability to provide feedback through online channels at Temeke Municipal Council due to high costs, low digital literacy skills, and limited availability of online feedback channels. To address this issue, Temeke Municipal Council can invest in building the necessary infrastructure, reducing the cost of mobile internet, increasing digital literacy skills, and establishing a well-established online feedback system.

With regard to the statement that people are comfortable in using computers and smartphones for e-feedback. About 72.2% of respondents disagreed and strongly disagreed that they are comfortable using computers and smartphones for e-feedback. People do not always have a working device and internet connection available. In some

areas, accessing online feedback requires purchasing mobile data bundles. The cost of these bundles can be a barrier to consistent use. Preference for face-to-face interaction as some people simply prefers giving and receiving feedback in person rather than through a screen. The impersonal nature of e-feedback may make it less comfortable for them. This is supported by Solomon and van Klyton (2020) that face-to-face interactions allowed for a more personal connection between individuals. This makes feedback feel more genuine and empathetic compared to digital communication, which may come across as impersonal or distant. Face-to-face interactions often allow for immediate dialogue and clarification. This real-time exchange can prevent misunderstandings and provide an opportunity for instant adjustments or elaborations on the feedback given. Some people feel more comfortable and trusting in face-to-face interactions, especially when discussing sensitive or critical feedback. The presence of the other person can provide reassurance and create a conducive environment for open communication.

The study findings are supported by Decomposed Theory of Planned Behavior (DTPB**.** Through decomposing the construct of TBP, Taylor and Todd were able to analyze and predict behavioral intention towards usage of technological products more accurately. They stated DTPB that the intention to use a certain technology is influenced by users' attitude, subjective norm and perceived behavior control (Taylor & Todd, 2019). The constructs of DTPB were defined by Taylor and Todd (2019) as follows: Ease of use refers to a degree to which users believe that using the technology will be effortless, perceived usefulness refers to relative advantage offered by the technology, compatibility refers to a degree to which a technology is aligned with existing values, past experiences and needs of users, peer and superior influences means that individuals choose to use a technology when important people in their life or influential reference groups such as peers and superior influence usage of such technology. Meanwhile, self-efficacy refers to level of knowledge, skills and ability to operate the technology, resource facilitating condition represents factors like time, skilled expert and money needed to facilitate smooth usage of the technology while technology facilitating conditions represents factors like charging facilities and maintenance guarantee usage of the technology. The DTPB is applicable and relevant to the present study which aimed to analyze the determinants influencing low usage of e-feedback system among LGAs in Tanzania. This is because the accessibility of e-feedback system factors embedded in the first research objective relates to the perceived ease of use the technological products explained by DTPB. Also, the digital skills on e-feedback system making up the second research objective relates to the self-efficacy explained by DTPB.

V. CONCLUSION AND RECOMMENDATION

5.1 Conclusion

The study concluded that the low usage of the e-feedback system among citizens of Temeke Municipal Council is primarily due to limited accessibility and awareness of the technology. Despite the potential of the e-feedback system to enhance citizen engagement and streamline communication with the Municipal Council, its effectiveness is significantly undermined by these barriers. The lack of awareness among the majority of citizens indicates a failure in the promotion and communication strategies, leading to underutilization of the system. Additionally, even among those who are aware of the system, issues such as low digital literacy, inadequate infrastructure, and poor internet connectivity further restrict their ability to access and use the e-feedback system effectively. These findings suggest that the potential benefits of the e-feedback system are not being fully realized, hindering the intended improvements in citizen interaction and participation.

5.2 Recommendations

To address these challenges, the study recommends a multifaceted approach aimed at improving the accessibility and awareness of the e-feedback system. First, the Temeke Municipal Council should implement a comprehensive awareness campaign to educate citizens about the existence and benefits of the e-feedback system. This campaign should leverage various communication channels, including social media, local radio, and community meetings, to reach a wider audience. Additionally, efforts should be made to enhance digital literacy among citizens through targeted training programs that equip them with the necessary skills to navigate and utilize the e-feedback system. Furthermore, improving the technological infrastructure, such as expanding internet access and providing user-friendly interfaces, will be crucial in ensuring that all citizens, regardless of their technical expertise or location, can easily access and benefit from the e-feedback system. By addressing these issues, the Temeke Municipal Council can enhance the effectiveness of the e-feedback system, leading to better citizen engagement and more responsive governance.

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