

# Assessing the Citizens Perception on Government Performance in the Same, District of Kilimanjaro Region in Tanzania

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**Abstract:** This study aims to assess the citizens perception on government performance in Same district, Kilimanjaro region Tanzania. The quantitative survey research design was applied in this study with cross-section survey research approach. The study used Simple random sampling method and the totals number of citizens participants obtained for data collection were 149. Questionnaires with Likert type of scale levels was applied as a tool for data collection. Data analyzed using SPSS version 30.0 in terms of means for level of perception, standard deviation, correlation scales, t-test, and ANOVA-Test. The credibility of the research in terms of reliability showed that items consistence was 0.932 Cronbach's alpha. The study revealed that i) the government of Tanzania do not performs well (the performance below 0.4 means and above 0.2 means) in terms of democracy, social services, citizens recognition, transparency, leaders accountability, dealing with economic reform, dealing with technology improvement ii) There was no direct relationship for the challenges facing rural citizens and the urban citizens. iii) Male citizens and female citizens face different development challenges. v) The ruling political party CCM acceptable to form strong government in Tanzania than the other political parties. *The study recommends that in order to increase government performance to the maximum the Tanzania government should formulate/structure the laws and policies in terms of: democracy, social services, citizens' recognition for national development, transparency on government activities, accountability of government leaders, dealing with stabilize price, dealing with technology improvement. It is recommended that government should formulate policy which ensure equal distribution of its services in rural and urban areas, between male citizens and female. For any one of the political parties above to win the seats in the general election it should campaign and educates the citizens for its capacity to improve the challenges in the researched areas of democracy, social services, recognition, transparency, accountability, economic reform and technology advancement.*

**Keywords:** Citizens' Perception, Government Performance, Democracy, Social Services, Recognition, Transparency, Technology Advancement.

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## I. INTRODUCTION

Government performance is a key to its citizen's development. In order to indicate the government performance, it is important to elicit citizens' perceptions on its government performance in various sectors such as technology advancement, social services provision, democracy, economic reform, transparency, recognition and accountability. This study aims to elicit citizens' perceptions on government performance so as to cater for slow development.

Mansours, (2021) declares "a direct and indirect association of good governance practices with the public trust in government"

"In particular, when citizens engage in community activities as member of civic organizations, they are likely to interact with local politicians and administrators" (Dawdling and John, 2012). Galle, (2020) claims that "a positive shift in citizens trust level in government reported after the government announced the various measures in the public's best interests". Van Ryazan (2015) posits that citizen responds easily to implementation compared to planning or service outputs. Open more initiatives have been increasingly incorporated into government agendas as tool for administrative reform to promote a more transparent government and to increase citizens engagement (Gir Garcia, 2020)

To conduct a search on citizens' perception will make possible for government and its agencies to adopt the appropriate policies for all development sectors. The government will issue policies to improve local government services provision, stabilize prices, prioritize its budget, engage in working together with other political parties, improve land management policy, improve environment conservation policy, fix cash shortage, deal with corruption, improve its education curriculum and to adjust the gaps to all other sectors important for the public development. According to United Nations Department of Economic and Social Affairs (2022) 22 nations out of 24 nations remarked to poverty. United Labor Organization (2011), affirms the amending of law to solve for low wage in African states. Anyangwe (2017) declares that "European colonization and later the cold war created political, economic and social instability in Africa".

"The lack of infrastructure in many developing countries represents one of the most significant limitations to economic growth. Therefore, returns to invest in infrastructure are very significant with an average 30-40% for electric telecommunications, ICT, investments, over 40% for electricity generation, and 80% for roads" (Kigombe, 2011). The United Nations Department of Economic and Social Affairs (2018) report on that main source of diseases to be the regional water problems. According to UN, (2017) "Diseases once common but now almost unknown in the most of the industrialized world, like malaria, tuberculosis, tapeworm, and dysentery often claim far more victims particularly among the young".

"Most important factors for underdevelopment of Africa based on corruption" (Cambridge University) (2019)." The corruption in Africa consists primarily of extracting economic rent and moving the resulting financial capital overseas instead of investing at home" (Michele 2015). According to World Economic Outlook (2021) "socialist governments influenced by Marxism a land reform they have enacted contributed to the economic stagnation in Africa for stance". It is undeniable fact that Tanzania has become a beggar nation for aid in decades. In 2011, 49% of Tanzanians lived below USD 1.9 per day (Jeziorski, 2017). "The Tanzania human development report of 2007 on poverty condition indicating a poverty rate of 55.1%" World Bank (2018). "In 2024, 13 percent of a population of 7.1 million people in 21 analyzed districts/councils of Mainland Tanzania are experiencing high levels of acute food insecurity" World Bank (2025). United Nations Development Program (2014) via UNICEF retrieved in June (2021) report that "3/4 of their citizens lack the basic needs". According to Natalie Cowling (2024) "As 2022 nearly 26 million people in Tanzania lived in extreme poverty with the poverty threshold at 1.9 US dollars a day, roughly 100,000 people were pushed into poverty compared to 2021". According to the Ministry of Foreign Affairs of Denmark (2024) "the degree of inequality can be illustrated by the fact that the richest 20% of Tanzania's population account for 42% of total consumption whereas the poorest 20% consume only 7%".

According to UNICEF (2021) "the causes of low secondary enrollment and retention among girls include economic hardship, early marriage and/or teen pregnancy, and school-related gender-based violence".

"The quality of primary health care has been negatively affected by a range of factors including shortage and poor distribution of health workers, poor access to essential medicines and poor infrastructure" Global Health (2021). The research conducted by (Robert, 2016) indicates that 45% of the population were living within 1 km of a health facility, 93% within 10 km, 75% within 5 km, there are also high rates of teenage pregnancies and women lack access to information and assistance in family planning and other reproductive health care services. The lowest level of health care is being offered by dispensary, where some of them are still located in poor regions and each of them has to serve as much as 6000 people. Population in extreme poverty lived in Tanzania considering that the poverty threshold was at 1.90 USD a day compared to 3.6 percent in 2016 Cowling (2024).

According to the Ministry of Economic Affairs of Denmark (2024) "economic growth and decades of massive international aid have created good results 35% in 1990s to 7% in the 2000s but it is important to recall that poverty in Tanzania proven extremely stubborn with an annual GDP per capita income of USD 532 (2011) and a human development index rank among the lowest 20% Tanzania is one of the poorest 15 nations in the world". O'Neill, (2024) revealed that infant mortality rates up to 2022 was 30 per 1000 live births.

According to Chaligha, (2012), the level of trust in the president has been consistently higher than the trust of the parliament until 2012. He added that the results merit further discussion of the factors that have negatively influenced the citizens' perceptions towards the parliament.

According to USAID (2022) Democracy constraints involve mismatching legal frameworks, an abuse of power affecting social development in many sectors including restriction's censorship and limited access to information, online activities, freedom of expression, refrigerant of rights particularly for women and marginalized population. According to Livinga, (2009), there still remains a major constitutional problem that must be addressed including provision for real separation of powers between the three branches of government that is the executive still dominates parliament. As reported by The Citizen (2024) a former lawmaker for the main opposition CHADEMA party, Lema fled the East African nation in November 2020 citing death threats following a disputed election, about 29 million registered voters did not vote because of the citizens didn't the electoral system, as the sign of the state to have no freedom of speech there are continuous arrest of political opposition leaders to thwart protest against misconduct of the government to its citizens, Tanzania arrests opposition leaders Freeman Mbowe, Tundu Lusu Antipas, Gobbles Lema to thwart protest.

Aljazeera (2023) reports Zanzibar residents violence wary ahead of the vote-the nations tightest political contest to date. Aljazeera (2025) reports that “a court in Tanzania has charged opposition party leader Tundu Lissu with treason after his arrest at a public rally in which he called electoral reforms; the opposition leader was forced into a police vehicle on Wednesday 09 2025 after he had finished addressing a public rally in Mbinga in southern Tanzania”.

Rationale/justification of the study contributes to the planning knowledge and a presequity to political and non-political leaders’ practices in all performance areas. Stake holders, NGOs and citizens are to apply the knowledge brought forth to insist and advise the government in improving its performance.

Political leaders, government leaders, managers administrative policies in prioritizing its plans to meet their goals in various sectors/areas such as in democracy, social services, recognition of citizens, transparency, accountability and technology advancement

The study will be guide to scholars who will take as opportunity to find the research gap and pursue more investigation. Scholars such as masters and PhD students will take the study as opportunity to learn how to conduct such research and invest the knowledge in public policy.

The study is useful to the opponents’ political parties of the ruling parties to fight for their chance of being elected by the citizens during general election to form the government. That will come after deeply understanding the ruling political parties’ weakness-the areas whereas the government perform poorly.

The study will be useful to citizens to evaluate their government level of performance to fulfill it promised goals. Such that the citizens will decide whether to trust on the existing government or not. During the coming general election, the citizens will have the choice of whether to cast their vote to or against the political party.

Since any managerial position has its policies and goals then Managers and seniors in various levels of parastatal and non-parastatal sectors are more advantageous of the study to see how they plan their polices and esteem on fulfill their goals.

## II. MATERIAL USED/LITERATURE REVIEW

### ➤ *Citizens Perceptions on Government performance on Democracy.*

In the study conducted by Reemer, and Gerard, (2020) aiming at examining the level of financial transparency of local government in a sub-Saharan African country and how financial transparency is affected by democracy in sub-region, where the study applied panel regression model to data collection from public account of 43 local authorities in Ghana finds that “the low level of financial transparency among the local governments in Ghana, creating information asymmetry within the agency framework of governance.

Under autocratic regimes, businesses face new risks, as autocrats refashion markets to reinforce their political dominance, A strong positive relationship between democracy and financial transparency in the local government.” (Venessa Williamson ,2024).

In a study conducted by Aitalieva (2019) investigating citizens opinions on of government policy performance, A cross national study of 21 nations, with a survey of multistage stratified sampling design found that former soviet bloc countries, Central and Eastern Europe face the challenges effected by poor government performance, one interesting observation that emerges from the data is that Central and Eastern European countries began transitioning to democratic government. World Bank (2007) defines decentralization as the essential element of governance .By using online survey with the sample population of 420 out of 450 the research conducted between September and October 2016 in Urban area in Yemen by Salim(2017) on the impacts of the citizen satisfaction with government performance on public trust in the government showed that there is strong positive correlation between public trust in central government and the public trust in the city government with two tailed test ( $r=0.614, p<0.01$ ) ,that citizens trust the city government as well as central government. All study variables have reliability value Cronbach’s Alpha>0.7 investigating the study hypothesis. Franklin et al (2009) claim that resource allocation, and policy processes affect the norms for democratic governance. Keping (2018) posit that “democratic institutions, good governance describes public administration practices that maximize the citizens interests”. In the research conducted by Chaligha. A (2004) in Tanzania on public perceptions about democracy by use of Afro barometer survey of 1223 representative sample responds were (interviewed)asked about their freedom of expression, freedom of association, arbitrary arrests voting freedom and equality of law 77% of respondents feel that the condition voting freedom was better compared to the past time,48% felt that their influence on government decisions is still limited, only 35% say that their influence is better under the current regime of multipart. According to Iqbal, (2017) a lack of awareness among citizens of their rights and greater fear of retaliation by government officials ,the CFMP provided these citizens with a platform through which they could voice their grievances. There were no known cases of prosecution of government officials for any human rights abuses, including torture and other cruel, inhuman, or degrading treatment or punishment; the government did not publish official statistics on prisons or allow international monitor to inspect them, they provided no information regarding the number, location, or capacity of detention centers, including prisons, work camps, and other kinds of detention facilities in Cuba, enforcement of laws the police typically used other pretexts to harass and arrest persons exercising freedom of expression, (US Department of State,2022)

### ➤ *Citizens Perceptions on Government Performance on Social Services*

Christensen et al (2019) describe occupation to shape the level of trust particularly institutional trust. According to the research conducted in Italy by STATISTA (2020) to

explore citizens satisfaction on public service finds that 61% satisfied with healthcare, 57% satisfied with education, 35% satisfied with judiciary, 78% satisfied with police. According to the house hold survey research conducted by Sati Pathy and Saxena (2024) investigating perceived public performance in India, indicates a negative perception of respondents to participate in water governance, 52 percent of respondents showed a unwillingness to participate in decision making. According to Salim (2017) using online survey with the sample population of 420 out of 450 the research in Urban area in Yemen on the impacts of the citizens perception by ordinal regression analyses, revealed that citizens perception with the quality public services and public trust in central government is significance with P value of two tailed test ( $p < 0.001$ ) which is fairly strong. In the survey research conducted in Zambia 2003 by Mulenga et al (2004) demonstrates the performance of government on health social services, and education services to be greater than 59% and low than 78% which is fairly well' or 'very well. Deichmann and Lall (2007) propose that both the expectation and performance should be primary or basic determinants of perceived service quality hence satisfaction. KPMG (2025) conducted research in England on arresting the decline in citizen satisfaction and discovered that there has a 11% drop in perception with public services in the United Kingdom between 2021 and 2023. According to Mahmud (2021); Christensen & Laegreid (2005) older individuals tend to trust the government more, those aged above 65 years express the most negative perceptions about water services delivery, trust in government, and reluctant to participate in decision making. According to the research conducted by Brathon & Michael (2013) "measuring performance in public perception survey in Africa about half of all users of health services dissatisfied with the service, among the dissatisfaction areas were: staff who behave disrespectfully toward patients, doctors who fail to arrive at work, the high cost of consultations or medicines, dirty or unsanitary facilities are least common in the relatively richer countries of Mauritius and South Africa and relatively poor countries like Benin and Uganda". According to the research conducted in Kenya by Lumadede (2018) to find citizens perceptions on the status of country governance practice by the use of mixed methods found that citizens were dissatisfied with the former Local authorities government performance in the delivery of necessary services. In the research survey conducted Masuku et al (2022) to explore service delivery, government and citizens satisfaction it revealed satisfaction was (19 %) unsatisfied, (8.1%) very dissatisfied with housing provision, (12%) of the people lived in informal housing. Business Tech (2019) report that "all metros have seen a fall in total ratings of public service delivery and a decrease in citizens, satisfaction, the lack of basic service provision includes the provision and management of water, energy, supply, garbage disposal, road maintenance and clean roads". i.e. poor satisfaction is caused by unequal development and poverty, which limit households' ability to extend services to high-cost informal settlements. According to Masuku et al (2022) the more the citizens involved the more likely to be satisfied with their government's performance in public service provision. Chu and Shen (2017) claim that the engagement of the citizens

increases citizens' awareness of the government's service delivery shortcomings, such as poor civic education and the lack of participation and transparency in policy formulation. France fares comparatively well on satisfaction with services that 74% satisfied with healthcare, system, 52% satisfied with civil service, 71% satisfied with education, 52% the share of people satisfied with administrative service 11 percentage point below the OECD average 63% (OECD, 2023). WU et al (2021) conducted the research on Chinese perception on the performance of the government satisfaction with government performance during Covid-19 by declares that Chinese citizens have overall high level of satisfaction, but this satisfaction drops with each lower level of government; authoritarian control, political culture, and awareness of government performance all contribute to citizen satisfaction and this in turn has enhanced public support for Chinese government. Citizens perception 25.6% reported high or moderately high levels of trust in their federal government, a larger share than those who reported higher or moderately higher trust in local government 19.6% and the civil service 23.6%; satisfaction with public services is comparatively low in Brazil and unequal among population groups for stance, 30% Brazilian respondents were satisfied with the education system and 32% with administrative services (OECD, 2024). The research survey conducted in Egypt by Metway and Samir (2024) shows that, 74.3% satisfactions with Leisure and Tourism satisfactions teachers staff. 85.3% satisfaction with security services.

#### ➤ *Citizens Perceptions on Government performance on Citizens Recognition/Participation.*

According to Mead (2018) citizen engagement or participation is a contestable concept; it is the redistribution of power to give way to the have-not citizens excluded from the political and economic processes; it is how they can induce significant social reform that enables them to share the affluent society's benefit. Muller, (2013) states that higher levels of trust are associated with increased citizen participation, while lower trust can lead to disillusionment and apathy, impacting citizens' willingness to voice concerns toward public officials. Abdi (2023) refers to public participation as the involvement of all stakeholders in decision-making processes and administrative work. Poelzer (2023) conducted the research by the use of both quantitative and qualitative methods to make comparison of public officials and citizen perception of mines development in Sweden, discovered that, the surveyed citizens desire local participation in the decision-making processes relating to mining development; local interest and community were ranked highest in terms of the actors that should possess the most decision-making power. Alaraj & Ibrahim (2014) suggest that performance of government relates to interaction with the citizens and their involvement in the process. According to Kim and Hoewe (2020) affirm "that forms of participation have become more diversified and individualized following the development of communication technologies". Oh and Lim, (2017) states that policy-makers need to realize that devising authentic administrative programs is a useful way to remedy waning democratic participation which is why it is important to stimulate fillings of citizens efficacy and participation. Zheng (2017) posit that



online participation enables new forms of interaction with government and engagement in public policy-making. According to Dutu and Diaconu (2017) to having good government, people's recognition to policy making is a basic norm in administration and it helps to raise citizens satisfaction in government performance. According to OECD (2024) trust survey carried out online in Brazil finds that one-third (35%) of people in Brazil are confident in their ability to participate in politics, and 61% believe initiatives from collective action in their community would succeed; yet political parties, the institution that ensures people's interest are represented in decision making, are the list trusted institutions. In May 2021, some 50% of respondents said they would consider voting for the greens-that figure dropped to 32%.UNDP(2024).

#### ➤ *Citizens Perceptions on Government Performance on Transparency and Combating Corruption*

Corruption in Tanzania is a setback for government procurement, privatization processes, election, finance taxation and customs clearance among others in Tanzania (Kilimwiko,2019).The studies show that low transparency leads to high corruption (Saxena,2017)

Ukertor (2019) reports that citizens trust on government performance in Nigeria has declined due to the different issues related to corruption, electoral fraud, and abuse of power. According to the research conducted by Brathon, Michael (2013) measuring performance in public opinion survey in Africa corruption reportedly hardly ever happens in Mauritius or Cape Verde but is said to be common in Kenya and Uganda in care of social welfare one would expect that, if ordinary people perceive official corruption to be prevalent, negative effects on service satisfaction would follow. Election killings and kidnappings and incredibility of candidatures in election (Olaleye and Ayobade,2018). Mark (2014) reports "that Obasanjo the president sold refineries to Chinese investors in Nigeria, and Yar'adua revived them a year later". Noda, (2021) posit that satisfaction with public services gradually increase with higher performance information provision. The greater the population the fewer resources available to provide the fundamental needs of all the citizens; therefore, the struggle for access to scarce public resources encourages corruption,(StatsSA,2017). Mamokhere (2019) states "that corruption in local government and the public sector, in general is still a major concern for good and effective governance, with substantial quantities of state money missing and state resources being used for personal gain". Munzhedzi (2016) claims "that prices are inflated during public goods and services procurement, contracts are awarded to friends or family, tenders are not advertised, bid committees are not properly constituted, and panel members do not declare their interests before the adjudication committee meetings". According to Masuku et al (2022) suggest that "officials solicited public money in exchange for government services ranging from national to local services, corruption reduces the poor ability to earn money and is likely to increase poverty". To explore group participation for open administration by the use of system 's analytical metric and principle, Dutu and Diaconu (2017) in integrative research approach to generate new

insights into citizens' potential involvement by incorporating community -based approach to the subject. Odo (2015) Reports that situation is a societal issue that has resulted in widespread national cynicism, which some interest groups have taken advantage of for their own narrow interest.

#### ➤ *Citizens Perceptions on Government Performance on Accountability*

According to the study carried by Salim(2017) in Urban area in Yemen on the impacts of the citizen perception with government performance showed that, the citizens satisfaction with government efforts to fight corruption is significant with both level of trust in central and city government. Nielsen et al (2021) Suggest that, citizens involvement, accountability, and transparency are three key factors for good governance.Kimutai and Aluvi (2018) conclude that good governance basically founded on transparency and accountability. Ensures zero tolerance for corrupt practices, consideration of minorities' views, and attentiveness to the voice of the most vulnerable in the society for decision-making activities.. The new public service approach puts great emphasis on the accountability transparency of officials to citizens, where officials serve and respond to citizens rather than steering society(Rivera and Uttaro,2021).Three quarter of Russians believed their country was moving in the same direction in October 2024;the level of perception with country's direction remained the same as in the previous month, the most recent month when Russians perceived the country's direction as wrong was February 2019.(STATISTA2024)

#### ➤ *Citizens Perceptions on Government Performance on Economic Reform*

"Poor governance and performance of the public sector institutions on national, provincial, and local levels have been a cause for concern in South Africa, poor governance has unbearable consequences for poor citizens and economically underprivileged communities who survive for and depend on daily economy" (Masuku et al (2022)

According to Ukwandu and Jarbandhan (2016) good governance constantly involve terms of doing business, creating efficient regulatory bodies that protect entrepreneur intellectual property as a catalyst for capitalism and growth. Onichakwe (2016) declares good governance as process whereby significant changes, popular attitudes, and national institutions accelerate economic growth, decreasing inequality and eradicating absolute poverty simultaneously.

According to OECD (2024) trust survey carried out online in Brazil finds that most people in Brazil are skeptical that public employees would treat all people equally regardless of their economic status (62%) and their gender, ethnicity or sexual orientation (52%); at the same time perception of fair treatment regardless of economic or demographic status are the most important drivers of trust in the civil service.

➤ *Citizens Perceptions on Government Performance on Technology Improvement(Advancement),*

The comparative study carried by Garcia et al (2019) to find the impact of cloud computing adoption on government service delivery quality revealed a positive correlation between cloud computing adoption and service delivery efficiency, with varying degrees of readiness, regulatory environment, and data security concerns were identified as critical determinants of successful cloud implementation. The quantitative data analysis research conducted by Maria(2024)on citizens satisfaction of digital public service in Romania found that there is low citizens' satisfactions on digital services. According to Smith et al(2017) the improvement of service increased citizens satisfaction. De Filippi et al (2020) affirms that there are still citizens without digital skills at a basic level, and this affects their participation in public life in an online environment. As technology is advancing, civic engagement becomes digital platforms and allow citizens an environment for e-participation, here an important contribution is given by information and communication technology(ICT) regulation and usage(Adam & Dzang Alhassan,2022).Royo et al(2024)Claims that factors such as level of involvement and participation and satisfaction of citizens are met if transparent and responsive digital public services are provided. Rana et al (2019) declares that majority of respondents either considered trust as extremely important.

➤ *Citizens Perception Based on Gender, Age, Location (Urban or Rural), and Level of Education.*

• *Citizens Perception Gender Based*

According to the house hold survey research conducted by Ati, Satipathy and Saxena (2024) investigating perceived public performance in India, indicates gender variation where males showed a slightly higher tendency toward positively perceiving water service delivery performance, a slight percentage gap in their trust in decision-makers, and willingness to participate across the other variables.

Dim and Asomah (2019) posit that Nigerian women's low participation in politics is not without repercussions at polling and election levels: many concerns appear to be overlooked or partly answered by men who had little to knowledge of these severe challenges that women are facing. Members of left leaning parties tend to be more supportive of government(Morgeson,2013).

• *Citizens Perception Age Based.*

Mahmud (2021) posit that "older individuals tend to trust the government more, those aged above 65 years express the most negative perceptions about water services delivery, trust in government ,and reluctant to participate in decision making .As individual s age tend to desire social connectedness; they also tend to be more collectively oriented and more inclined to have an attachment to institutions(Anderson & Tverdova,2003;Morelock,& Shults,2016).According to the research conducted by Mereclock (2019)to find citizens' perceptions of government policy success found that men and those who are highly educated are among the most likely to express positive

perceptions of government performance; there is no statistically significant relationship between citizens' perceptions of government performance and age or being employed as a government employee.

• *Citizen Perception Location Based.*

In the research survey by Masuku et al (2022) to explore the service delivery, government and citizens satisfaction it revealed that rural communities often had substantially less to public services than urban municipalities. Babayo et al (2017) claims that the election of candidates who can boost their livelihoods and promote their nation by reasonable governing, means voting for political leaders on their heritage and primordial connection.

Research conducted in Yemen by Salim,et al ((2017)found that Trust(perception)scores in the city and central levels in Yemen were much lower than expected for both levels of trust in local and central government, the percentage of respondents expressing or strongly expressing trust in government at central levels was much lower than the percentage of respondents expressing the same perception at the city level(1 percent).Perception for the central government was (61.7%),perception for city government was (68.1%),this is because citizens have more interaction with local government than the central government.

According to the research conducted by Brathon and Michael(2013)measuring performance in public opinion survey in Africa reveals that few Africans(16 percent) say they encounter demands from health care workers for illegal payments(bribes);demands for bribes tend to be common at rural clinics, perhaps because Ministry officials find it difficult to supervise field staff in outlying areas.

• *Citizens' Perception Based on Level of Education*

Christensen et al (2019) describe occupation to shape the level of trust particularly institutional trust. According to the research conducted by Mereclock (2019) found that men and those who are highly educated are among the most likely to express positive perceptions of government performance; there is no statistically significant relationship between citizens' perceptions of government performance and age or being employed as a government employee.

➤ *Citizens' Perception Private or Government Sector Based*

Trust between private and public sector has not proven readily achievable task, still with re cognitive of biases ,the social nature of human sand the mental models they carry ,there appears to be opportunity for generating incremental advances in trust building that over time can amount to significant transformation in public-private relationship; the use of behavioral insights to influence policy design and reform has shown to be important and will likely continue to grow in importance(Maurisic et all,2020)

Much like the previously described operational transparency concept ,private sector firms' tax compliance is a function of their perceived level of service provided by the government and the fairness of their tax burden(Lee et al,2019)According to the research conducted by Mereclock

(2019) to find citizens' perceptions of government policy success found that men and those who are highly educated are among the most likely to express positive perceptions of government performance; there is no statistically significant relationship between citizens' perceptions of government performance and age or being employed as a government employee. OECD (2017) Analyzed trust(perception)in government and reports that there are two core dimensions: 1) competence, and 2) values. The first include the government ability to provide services and appropriate access to service, protect its citizens, and more generally its ability to adapt to change-this include the extent regulation and processes are overly cumbersome or not timely and inhibit use of government services in the first place. A well-referenced example such tools is the private sector consultation, where by governments reach out to private sector to receive insights for the development of effective solutions, these can support trust building by increasing transparency of policy making, encourage broader ownership of the policy's development, give a voice to stakeholders impacted by a policy, as increase awareness of the existing policy limitations(Rosen,2017).People see the services provided by the government helps them laboratory setting and in real-world setting s to test how seeing work performed by the government led to changes in trust of government; the incorporation of operational transparency into service designs has the potential to affect not just short-term perceptions and behaviors, but longer-term engagement as well(Buell et al,2018).

### III. METHODS

#### ➤ Research Design

*Quantitative research design* was applied in this study. Cross-sectional-survey method of data collection was applied in this study as an approach that involves collecting and analyzing data to derive insights.Descriptive statistics in line with inferential statistics applied for data analysis Questionnaire consistence of Likert scale type with five levels will be applied to the study during data collection.

#### ➤ Research approach

cross- sectional survey research approach was applied in this study which provides a quantitative or numeric description of trends attitudes or opinions of a population by studying sample of that population at the same point of time. The study applied closed ended questionnaires and structured interviews.

#### ➤ Population.

This study intends to collect data from the respondents in various financial institutions (banks and credits institutions), hospitals and dispensaries, schools, NGOs, Transport companies. According to Croswell (2005), the term population is defined as a group of people having a common characteristic. For instance, this study will involve all citizens above the age of 18 years who experience government performance in Same district, Kilimanjaro region of Tanzania. The number of adults in the Same District is estimated to be 186621, the total population estimated to be 300300 in 2022 National census (National Bureau of Statistic,2022)

#### ➤ Sample Size.

The study intended to collect data from 267 respondents above in the Same district, Kilimanjaro region of Tanzania. The sample size was calculated by the formula known as Andrew Fisher's formula( $N = Z^2 P(1-P)/D^2$ ), or rather manually with the formula[ $Sample\ size = z^2 \times p(1-p)/e^2 / 1 + (Z^2 \times P(1-P)/e^2)N$ ]. and will be determined from the estimated population of 186621(adults) out of 300,303(adults and children) of total population, where the confidence interval, the confidence was calculated. The standard deviation of 0.5 will be applied following conversion of confidence interval into a z-score. (confidence level=80%; population size 186621; margin=5%; population proportion=50; ideal sample size=164)

#### ➤ Simple Random Sampling

Simple random sampling was used to obtain 95 percent of informants responds (official and non-officials) from parastatal and non-parastatal institution or services provision stations i.e. schools, banks, hospitals, shops, and motorcyclists. According to Gall et al (2003) a convenience sample refers to a group of people who are selected to take part in a study just because they are easily found. In this study the convenience sample will selected not only because they are easily found but also because do present the characteristics of the whole population of the study.

#### ➤ Instrumentation.

The instrument used in this study is questionnaire. The questionnaire divided into two main parts A) Demographic data, B) Perception areas of government performance. Under each main item are the minor items aid for reliability. The development of the questionnaires derived from government performance areas affecting citizens constituted in the related literature reviewed for perception. The demographic information elicits the information on Gender, age, type of institution working, and geographical location. The second part of questionnaire consisted of items on which the respondents responded on: democracy, social services, recognition, transparency, accountability, technology and advancement. The scale to apply in this study is of Likert type of scale weighing as follows:1= strong dissatisfied, 2=dissatisfied,3=neither dissatisfied nor satisfied,4=satisfied,5=strongly satisfied.

#### ➤ Data collection.

To measure perception level, a rating scale questionnaire were prepared for respondents to report their perception reaction to government performance as from above mentioned areas. Well-designed questionnaires were administered to gather information from the respondents. The questionnaire were distributed and administered face-to-faced where the participants were given enough time to consider/organize their answer to every item can respond to, at their convenient time. This gave them freedom to think thoroughly before they can made responses.

#### ➤ Data analysis.

Data were analyzed by the use of descriptive statistics in line with inferential statistics such that data were analyzed by using means for level of perception, standard deviation,

correlation scales, T-test, and ANOVA. Data analysis was calculated using the statistical package for the social science (SPSS Version 10). Each research question was analyzed up on the areas of perception on government performance which are: democracy, social services, recognition, transparency, accountability, technology and advancement. Since the quantitative survey was applied to elicit the information from the respondents, the researcher was used it to describe the perceived state of citizens' perception on government performance in various areas of its activities from various government and non-government institutions/organs in Same district, Kilimanjaro of Tanzania.

#### ➤ Interpretation of the results.

Research result interpreted according to, 1) levels Means value to determine the area most affect the citizens perceptions on government performance, such to encounter are: the area of democracy, social services, recognition/participation, economic reform, technology reform, accountability, and transparency, 2) Pearson moment of correlation value to state citizens perception of urban with those of rural, 3) Pearson correlation coefficient value to state citizens perception of males with those of females, 4) T-test value was used state the significance different, 5) One way ANOVA test value was used to state the significance difference of means perception among the citizens who holds different levels of education. Percentages used to state the most political party accepted by the citizens and the reasons behind.

Credibility in terms of validity of instrument was given priority involving various activities such that 1) Researcher was applied the questionnaire which constructed under the main constructs/topic(themes) The items under the same criteria were jumbled to reduce validity –related risks and increase reliability levels. Literature review on related literature issued to acquire theoretical knowledge about content or subject and definitions of concept that were used before designing the instrument this study. Content validity was used to test the instrument through submitting it to supervisor and during presentation to peer PhD students.

#### ➤ Credibility in Terms of Reliability

Credibility in terms of Reliability was conducted with the guidance of the Supervisor. Split half method of finding reliability was applied to find consistence of the items by the use of spearman correlation coefficient) The reliability for research was 0.932 Cronbach's Alpha. As reliability refers to consistency of research, the research tools consisted questionnaires which were brief clear and concise with no ambiguity, supplying the respondents with enough time to respond, elaborating the topic/title and necessary terms to the respondents. Cremer (2009) claims that reliability and validity can be tested easily when this method is employed in the current study. Supervisor comments and all the comment during presentation to the peer PhD students were useful for adjustments and corrections of the instrument before it was administered to the targeted population sample.

## IV. FINDINGS/RESULTS

#### ➤ Qsn 1. What is the citizens perception on government performance ?Citizens perception on government on democracy were as per table 1 below.

Table 4 Citizen's Perception on Government Performance on Democracy.

	Mean	N	Std.Dev
Is there freedom of speech in the country	3.28	149	1.409
Is there free and fair election in country	3.13	149	1.483
There is free and fair campaign during election	3.18	149	1.381
There is free discussion/debate on public issues	3.07	149	1.408
There is political freedom in the country	3.01	149	1.459
There is good exercising of powers in the country	3.10	149	1.446

Source: Researcher field work data analysis 2025

#### • Ha: there is low(negative) citizens perception on government performance on democracy.

The alternate hypothesis (Ha) is rejected, according to the scale there is no extreme data which indicates either the strong absence of democracy or the strong presence of democracy in the country to all elements of democracy investigated as to the table 8 expected. The citizens perception means value in all democracy subparts were  $> 2.0 < 4$ . Democracy in the country seem to have minor challenges to be adjusted to full democracy i.e. to meet the maximum value of strongly agree (4.0-5.0 means)

Table 2 Citizens perceptions on government performance on social services

	Mean	N	Std.Dev
How do you experience public education provision in Tanzania	3.36	148	1.229
How do you rank health services in Tanzania	2.97	149	1.328
How do you rank electricity services provision in Tanzania	3.30	148	1.323
How do you rank water disposal system in Tanzania	2.54	149	1.177
How do you rank provision of services in different public offices	3.27	149	4.421
How do you rank quality of road system in Tanzania	2.79	149	1.353
How do you rank water services provision in Tanzania	3.21	149	1.490

Source: Researcher field work data analysis 2025



As indicated on the table 2 the citizens perception on government performance on social services reveals that people were satisfied on public education provision by Std Dev 1.229(Means=3.36), health services provision Std Dev 1.328(Means=2.97), quality of water services provision Std Dev 1.490(Means=3.21). According to the scale (3.1-4.0=agree) as indicated above in the table 9 the citizens were ordinarily satisfied on social services via: public education provision services, electricity services provision, services provision in different public offices, water services provision. The provision of services in all aspects were neutrally (2.1-3.0) the level of (satisfaction). According to the current study social services in all aspects are not of high quality to satisfy the citizens to the point of strongly agree (4.1-5.0) i.e. there some problems preventing full utilization of social services by the citizens. The citizen's perception was normally

distributed such that citizens were neither disagree nor strongly agree.

- *Ha: there is low(negative) citizens perception on government performance on social services.*

The alternate hypothesis (Ha) is rejected, according to the scale there is no extreme data which indicates either the strong absence of social services provision or the strong presence of social services provision in the country to all elements of social services investigated as to the table 9. The citizens perception means value in all democracy subparts were  $> 2.0 < 4$ . Social services provision by the government in the country seem to have minor challenges to be adjusted to full provision of social services i.e. to meet the maximum value of strongly agree (4.0-5.0 means)

Table 3 Citizens Perception According to Government Performance on Recognition

	Mean	N	Std.Dev
There is citizen's participation in government activities in Tanzania	3.19	149	1.217
There is citizen's participation in budget approval in Tanzania	2.56	149	1.332
There is citizen's participation in discussion of local authority issues	2.97	148	1.337
The citizen participates in discussion performance of central government	2.57	149	1.311
The citizen participates on consultation of government services delivery	2.67	149	1.312
There is citizen participation in discussion on economic development policies	2.59	149	1.300
There is citizen views recognition on policy making	2.60	148	1.308
Citizen informed about community and civil meeting	3.05	149	1.312
	2.91	149	1.377

Source: Researcher field work data analysis 2025

Indicated from the table 3 above citizens recognition perception(satisfaction) on participating in government activities were Std Dev 1.217 (Means=3.19), participating in government budget approval Std Dev 1.332 (Means=2.56),

According to the current research scale (table 4.10 above) citizens were moderately satisfied (below 4.0 means and above 3.0 means) in all aspects under recognition. The research results under current study in terms of citizens recognition indicates that citizens were slightly satisfied. According to the study results citizens were not given properly recognition and become passive and not active to be recognized and involved well in all nation planning, programs, and projects of the availing in the state.

- *Ha: there is low(negative) citizens perception on government performance on recognition.*

The alternate hypothesis (Ha) is accepted, according to the scale the extreme data indicates the presence of slightly low perception(satisfaction) of citizens under recognition area in the country to all elements investigated as to the table 10. The citizens perception means value in all recognition subparts were above 2.0 means value and below 3.0 means. Recognition of the citizens by the government in the country seem to have many challenges to be adjusted to full recognition i.e. to meet the maximum value of strongly agree (4.0-5.0 means)

Table 4 Citizens Perception According to the Government Performance on Transparency and Corruption

	Mean	N	Std.Dev
There is transparency in all national contracts in Tanzania	2.51	148	1.312
National budget and expenditure monitored well and openly	2.52	148	1.397
Government informed the citizens on all projects and programs	2.75	148	1.303
There is a proper utilization of natural resources	2.74	148	1.285

Source: Researcher field work data analysis 2025

The perception (satisfaction) of citizens on transparency in various areas as for the table 4 above demonstrates that citizens perception on government transparency in all national contracts was Std Dev 1.312(Means=2.51) Citizens informed of all projects and programs by the government Std Dev 1.397 (Means=2.75, Citizen's perception (satisfaction) in all areas under

transparency were above 2.00 means level but below 3.0 means level which fall under neutrality agree i.e. citizens were less (slightly) satisfied on transparency by the government. According to this research therefore the government of Tanzania fails to conduct all national plans, program and projects openly. i.e. there is a partial

transparency and therefore tendency of presence of corruption

- *Ha: there is low(negative) citizens perception on government performance on transparency.*

The alternate hypothesis (Ha) is accepted, according to the scale, all data indicates the presence of slightly low perception (satisfaction) of citizens under transparency area

in the country to all elements investigated as to the table 4. The citizens perception means value in all transparency subparts were above 2.0 means value and below 3.0 means. Transparency of all plans, projects and programs to the citizens by its government in the country seem to have many challenges (partial transparency) which led to presence of corruption that need to be adjusted to complete transparency to eradicate corruption i.e. to meet the maximum value of strongly agree (4.0-5.0 means)

Table 5 Citizens Perception on Government Performance According to Accountability

	Mean	N	Std.Dev
The government is dealing properly with combating corruption	2.73	148	1.312
The government officials are responsible for their wrong decision	2.59	149	1.305
The government is performing well in enforcing and its laws	2.99	149	1.268
There is government good focus on its policies	3.06	149	1.237
Government is performing well on provision of social services	2.97	149	1.224
Government cares on provision of employment opportunities	2.64	149	1.295
Government deals properly to secure abusive of power	2.83	149	1.338
The government deals properly with stabilizing culture	2.89	149	1.341
Government properly deals with the social security in the country	3.09	149	1.342
Government properly deals with and monitor tax paying	3.30	149	1.342
Government properly deals and control budget	2.89	149	1.276

Source: Researcher field work data analysis 2025

Table 5 shows that citizens perception were such that government dealing properly with combating corruption Std Dev 1.312 (Means=2.73, government focus on its policies Std Dev 1.237 (Means=3.06), provision of employment opportunities Std Dev 1.295 (Means=2.64), government accountable on dealing with abusive of power Std Dev 1.338 (Means=2.83), government dealing/accountable with stabilizing culture Std Dev 1.341 (Means=2.89), Government accountable with the social authority in the country Std

According to the scale of the research means level above 2.0 and below 3.0 are neutral/less satisfied hence: the citizens were less satisfied in all aspects under government accountability: The two areas where government appeared to be more accountable (more than 3.00 means level below 4.0 means level) compared to other areas under accountability are: government focus on its policies, government dealing with and monitor tax paying. Citizens were moderately satisfied in these two areas. Low (Partial) satisfaction of citizens on the

government performance under its accountability shows the government leaders or officials inconsistency to the rules, regulation and mode of conduct of the state in their position to the public.

- *Ha: there is low(negative) citizens perception on government performance on accountability.*

The alternate hypothesis (Ha) is accepted, according to the scale the all data indicates the presence of low perception (satisfaction) of citizens under accountability area in the country to all elements investigated as to the table 5. The citizens perception means value in all accountability subparts were above 2.0 means value and at least below 3.0 means. This indicates the presence of bureaucracy, oppression, delay of services and corruption in the state which pull back the national development. that need to be adjusted to complete transparency to eradicate corruption i.e. to meet the maximum value citizens satisfaction level of strongly agree (4.0-5.0 means).

Table 6 Citizens Perception According to Government Performance on Economic Reform

	Mean	N	Std.Dev
Government properly deals with price fluctuation in the country	2.81	149	1.342
Government properly deals with trade improvement	3.05	149	1.340
Government properly deals with improvement of industry growth	2.97	149	1.355
Government properly deals with stabilizing currency	2.70	149	1.348
Government properly deals with fixing cash shortage and stabilizing price	2.82	149	2.648

Source: Researcher field work data analysis 2025

The citizens perception on how government deal with trade improvement went high than all elements under satisfaction of citizens on economic reform by Std Dev 1.342 Mean=3.05). Citizen's perception(satisfaction) on all sub parts under economic reform went below the Mean value of 4.0 (normal satisfaction) according to the scale of the research. Citizens perception/satisfaction on how government deals with economic reform was very low(neutral) above 2.0 mean value and below 3.0 mean value.

Table 6 Citizens Perception on Government Performance on Technology Advancement

	Mean	N	Std.Dev
Government acknowledges new discovery	3.11	149	1.297
Government calls for advanced companies to invest in Tanzania	3.27	149	1.318
Government effort to students' scholarship to and from abroad	2.74	149	1.270

Source: Researcher field work data analysis 2025

The citizens perception on technology advancement as per table 4.14 reveals that citizens perception/satisfaction on how government acknowledges new discovery Std Dev 1.297 (Mean=3.11), perception on the government calls for advanced companies to invest in Tanzania Std Dev 1.318 (Mean=3.27), Citizen's perception (satisfaction) on all sub parts under technology advancement went below the Mean value of 4.0 (normal satisfaction) according to the scale of the research.

- *Ha: there is low(negative) citizens perception on government performance on technology advancement.*

The alternate hypothesis (Ha) is accepted, according to the scale the all data indicates the presence of low perception

(satisfaction) of citizens under technology advancement area to all elements investigated as to the table 4.6. The citizens perception means value in all accountability subparts were above 2.0 means value and at least below 3.0 means.

- *Qsn.2. What is the relationship between rural citizens perception and urban citizens perception on government performance?*

The null hypothesis (Ho:), there is no relationship of citizens perception on government performance between rural citizen and urban citizens in the Same district. The correlation  $r$ , value such that will be,  $r < 0.5$ . This expectation is due to the assumption that more literature reviewed shows that most of the government services and other performed activities are available in urban areas compared to rural areas.

Table 8 Urban and Rural Citizens Perception Correlation

		Urban	Rural
Urban	Pearson Correlation	1	.489**
	Sig. (2-tailed)		<.001
	N	48	48
Rural	Pearson Correlation	.489**	1
	Sig. (2-tailed)	<.001	
	N	48	48

Source: Researcher Field Work Data Analysis

Table 8 indicates that urban citizens perception and rural citizens perception correlate at  $(r)=0.489$  which is  $\leq 0.5$  at the significant level  $\alpha < 0.01$ . (Ho:) null hypothesis is rejected and accepting the (Ha:) alternate hypothesis. The value  $r=0.489 \leq 0.5$  is the indication of moderate correlation. The research results therefore accepting the alternate hypothesis that there is statistically significant correlation between urban citizens and rural citizens.

- *Qsn.3. What is the relationship between male citizens perception and female citizens perception on government performance?*

Ha: There is significance relationship (correlation) between male citizens perception and female citizens perception on government performance. The correlation  $r$ , value such that will be,  $r > 0.5$ . The expectation was due to the assumption that  $r \geq 0.2$  is that both men and women affected by development activities performed by the government with no gender bias.

Table 9 Relationship of Perception Between Male and Female Citizens

		Male	Female
Male	Pearson Correlation	1	.119
	Sig. (2-tailed)		.422
	N	48	48
Female	Pearson Correlation	.119	1
	Sig. (2-tailed)	.422	
	N	48	48

Source: Researcher field work data analysis 2025

Table 9 shows that Male citizens perception on government performance correlate with female citizens perception on government performance at  $\alpha=0.422$ ,  $r$ -value=0.119

The correlation at  $r=0.119$  is translated as statistically no significance correlation. The (Ha) alternate hypothesis is not accepted. The (Ho) null hypothesis is accepted that there is no relationship of male citizens perception on government performance with those of female citizens perception on government performance.

➤ *Qsn.4. Is there significance different between private sector employee's perception and public sector employee's perception on government performance?*

Ha: There is significance between private sector employee perception and public sector employee's

perception. The expected difference is such that, t value (t-test value) is to be,  $p < 0.01$ . This expected result is due to the assumption that government employees are very close to the government than private employees with many activities performed by the government.

Table 10 Different Between Private Sector Employee's Perception and Public Sector Employee's Perception.

Significance			One-Sided	Two-Sided	Mean	95% Confidence Interval of the Difference	
	t	df	p	p	Difference	Lower	Upper
Public	75.067	47	<.001	<.001	3.19583	3.1102	3.2815
Private	56.487	47	<.001	<.001	3.00229	2.8954	3.1092

Source: Researcher field work data analysis 2025

Table.10.shows that T-test means for public employed citizens perception  $p < 0.001$  (Mean=75.067). T-test means for private employed citizens perception Mean=56.487). Public employed citizens perception means difference  $p < 0.001$  (Mean=3.19583). Private employed citizens perception means difference  $p < 0.001$  (Means=300229). The p-value  $p < 0.001$  is translated as the public employed citizens perception is statistically not different with those of private employed citizens perception.

The (Ha:) alternate hypothesis is accepted that there is statistically no difference between public employed citizens

perception on government performance and public employed citizens perception on government performance.

➤ *Qsn.5 Is there significance different of citizens perception among standard 7 school leavers, form 4 school leavers and form 6 school leavers?*

Ha: There is significance different among standard 7 school leavers perception, form 4 school leavers perception and form 6 school leavers perception on government performance. The expected difference value is such that, t value (t-test value) will be,  $p \geq 0.05$ . The expected result based on the assumption that each of these sectors is treated different to each other by the government activities.

Table 11 Different of Citizens Perception Among Standard 7 School Leavers, form 4 School Leavers and form Six School Leavers (Anova)

	Sum of Square	df	Mean Square	F	Sig
Between People	13.195	47	.281		
Within People	1.239	2	.619	4.113	0.19
Between Items	14.158	94	.151		
Residual Total	15.397	96	.160		
Total	28.593	143	.200		

Source: Researcher field work data analysis

Different of the citizens perception on government performance according to the level of education among standard seven school leavers, form four school leavers and form 6 school leavers is displayed on table 4.11 above. Research results show that  $P \leq 0.019$ . The  $F = 4.113$ . Means different 47 (mean square=0.281), Means different 2 (mean square=0.619), and mean different 94 (mean square=0.151) for citizens perception of standard seven school leavers, form four school leavers and form 6 school leavers consecutively the significance level for this research is  $\alpha \leq 0.01$ . The (Ho:)hypothesis therefore is rejected.

According to this research results there is statistically no significance difference among citizens perception for standard seven school leavers, form four school leavers and form 6 school leavers.

➤ *Qn.6. Which political party is legible to form strong government?*

This question was assessed by overserving the percentage of respondents on given six popular political party: ACT-WAZALENDU, CHADEMA, CCM, TLP, CHAUMA, and CUF as shown in in table 12 below

Table 12 Legible Political Party to form Good Government in Tanzania

Valid	Frequency	Percent	Valid Percent	Cumulative percent
ACT-WAZALENDU	1	.7	.7	.7
CHADEMA	32	21.5	21.5	22.1
CCM	109	73.2	95.3	95.3
TLP	1	.7	96.0	96.0
CHAUMA	3	2.0	2.0	98.0
CUF	3	2.0	2.0	100.0
TOTAL	149	100.0	100.0	

Source: Researcher field work data analysis



Table 12 above shows the citizens perception on their view for the choice of the given political party to form strong government in the country to rule the citizens. The political party which ranked top by score is CCM 73.2% (f=109) followed by CHADEMA 21.5% (f=32). The research results is a prediction that after the coming general election of Oct 2025 the winning parliamentary number of seats will be: CCM by 73.2%, CHADEMA by 21.5%, CHAUMA by 2.0%, CUF by 2.0%, TLP by 0.7%, ACT-WAZALENDU by 0.7% if rule of law, and free and fair election will be observed or rather practiced during election. According to such current research results it is obvious that majority of the citizens satisfied by CCM leadership and are willing it to form the government to rule the state

## V. CONCLUSION AND RECOMMENDATION

### ➤ Conclusion

The conclusion of this research results based on the results under seven research questions as follows:

#### • QN 1. The Perception of Citizens on Government Performance.

The study revealed that i) the government of Tanzania do not perform well (the performance below 0.4 means and above 0.2 means) in terms of democracy, social services, citizens recognition, transparency, leaders' accountability, dealing with economic reform, dealing with technology improvement ii) There is no direct relationship of the challenges facing rural citizens and the urban citizens. iii) Male citizens and female citizens face different development challenges. v) The ruling political party CCM acceptable to form strong government in Tanzania than the other political parties.

### ➤ Recommendations

The study recommends that in order to improve the government performance to the maximum the Tanzania government should formulate/structure the laws and policies in terms of: democracy, social services, citizens' recognition for national development, transparency on government activities, accountability of government leaders, dealing with stabilize price, dealing with technology improvement. It is recommended that government should formulate policy which ensure equal distribution of its services in rural and urban areas, between male citizens and female. For any one of the political parties above to win the seats in the general election it should campaign and educates the citizens for its capacity to improve the challenges in the researched areas of democracy, social services, recognition, transparency, economic reform and technology advancement.

### ➤ Conflicts of Interest

The author declares that there are no conflicts of interest regarding the publication of this paper.

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