

Perception of Ultimate Utilization of Information and Communication Technology (ICT) as an Impetus in Enhancing Employee Performance in a Few Selected Municipalities in the Eastern Cape of South Africa

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ABSTRACT Realistically and interestingly, ICT utilization within the Local Government Administration (LGA) in many countries of the developing world with South Africa being no exemption continues to show a panacea to sustain, enhance and improve employee performance and apparently is more effective in providing qualitative service delivery. The aim of this paper therefore is, through systematic literature review, to explore the state of the perception of ICT utilization as an impetus in enhancing employees' performance in the Eastern Cape Province of South Africa. Findings indicate the following factors as being responsible for the phenomenon of perception of crucial utilization of ICT within the municipalities in South Africa: providing adequate support infrastructure such as communications, connections, interactions, relations and exchanges of information to alleviate employees' performance; improve qualitative service delivery among the employees and ensure adequate job accuracy within the municipalities. However, lack of Information Technology (IT) skills and training and perhaps, unawareness of the importance of ICT are identified as some of underpinning obstacles confronting the ultimate utilization of ICT. The following strategies have been suggested to surmount the identified impediments: government intensifying efforts in providing adequate ICT infrastructures, municipalities' management adopting employees monitoring and evaluation performance through effective IT training and employees' skills development. The paper concludes by calling upon governments, municipalities' managers and policymakers to undergo a paradigm shift of policies, ideologies and practices that will enhance and improve employees' performance in order to provide qualitative service delivery in LGA in South Africa.