

Assessing the Role of Information and Communication Technology (ICT) in Enhancing Employees' Performance in a Selected Local Government Administration (LGA) in South Africa

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ABSTRACT The operations and utilization of ICT are not well understood and have rarely been addressed both, nationally and internationally. The aim of this research is therefore to establish a base level of understanding of the operational core values of ICT in developing countries. The study used a qualitative research design that involves a desktop research. Data was collected through the review and analysis of available published or existing documents. Data analysis included using the documentary analysis derived from the journals, and books as well as reviewing the various data analysis done in relation to the assessment of the role of ICT in enhancing employees' performance. Findings from previous literature revealed that there are constraints faced in the operations and utilization of ICT. The study confirmed some of the operational challenges to include lack of IT skills, and lack of clear understanding of ICT as well as training. This study provides an effective solution to identified challenges and impact as well as strategies to be adopted in order to reduce the failure rate of ICT. The implications of the findings are that unless the limitations named above are resolved, ICT in the developing nations will continue to experience poor service delivery, poor economic growth and development. Management of the municipality must ensure that adequate training in the use of ICTs is given to the employees in order to enhance performance.