

The Impact of Effective Utilization of Information and Communication Technology (ICT) in Enhancing and Improving Employees Performance in the Local Government Organizations in South Africa

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ABSTRACT Incontrovertibly, ICT plays an important role in developing and structuring an organization, improving and enhancing employees' performance, as well as ensuring qualitative service delivery within and outside an organization. Realistically, effective utilization of ICT in enhancing and improving employees' performance within the municipalities cannot be over-emphasized. However, its process and utilization are not well understood and have rarely been addressed nationally. The aim of this paper is, through a review of literature methodology, to explore the extent to which the employees' performance are enhanced by utilizing ICT in order to provide qualitative service delivery within the municipalities. The paper aims to summarize the recent development with regards to the underpinning dynamic and vibrant influence in utilizing ICT. The paper identified some of the underpinning facets that facilitate effective and efficient utilization of ICT. Findings indicate that persistence and perseverance, government orientation and operational models to the development of ICT contribute to the effective utilization of ICT. Analyzing existing data on effective utilization status so as to provide information on the panacea and to identify areas and perfidy that need to be addressed by various stakeholders such as the government and policymakers is also highlighted in this paper. The study realized that employees in Nkonkobe Municipality have unavailability of key Local Government representatives that are expected to prepare the schedule for the reviewer of the communication strategies. Thus, the paper has highlighted and suggested that the South African government should endeavor to organize adequate IT training and workshops that would facilitate effective employees' intuitive of ICT skills and utilization in order to provide qualitative service delivery within the municipality.