

**An Analysis of the Hurdles Underpinning Employees' Performance in Utilizing Information and Communication Technology (ICT) in a Few Selected Municipalities in the Eastern Cape of South Africa**

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**ABSTRACT** The aim of this paper is, through a review of literature, to investigate the extent to which the employees' performance could be enhanced by utilizing ICT in providing qualitative service delivery within the municipalities in the Eastern Cape Province of South Africa. The paper aims to summarize the recent trends with regards to the underpinning hurdles influencing employees' performance in utilizing ICT within the municipalities in the Eastern Cape. The paper identified and explains some of the snags affecting the employees within these municipalities in order to effectively and efficiently utilize ICT to optimum capacity. It goes on to look into the other factors that weigh down achievement towards ensuring better utilization of ICT within the municipalities. The findings shows that the hurdles include budget constraints, inappropriate application and insufficient capacity, while other glitches include poor document management, lack of adopted Information Technology (IT) project management methodology, and non-availability of a test centre. Analyzing existing data on snags status so as to provide information on the panacea and to identify areas and capacity gaps that need to be addressed by various stakeholders such as the government and policymakers is also highlighted in this paper. Last but not least, the paper has highlighted and suggested various ways on how progress could be made in order to improve employees' job performance within the municipalities.