

A Digitalized Framework for Enhancing Customer Service Delivery in Zimbabwean Local Authorities

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Abstract

There has been a growing need for local authorities in Zimbabwe to improve their customer service delivery. There has been a growing interest in the use of digital technologies to enhance customer service delivery in local authorities. The primary objective of this project is to create a digital framework that will enable local authorities to provide more effective services overall and expedite the customer service process. A quantitative research methodology was followed, which was based on the application of the positive research philosophy. The research population was comprised of 15 out of 20 local authorities in Zimbabwe. Key research findings revealed that traditional methods of rendering service delivery to stakeholders in Zimbabwe's local authorities were criticised for human error, manual review time, and limited scalability. The study's conclusions showed that the limited services provided by local governments are mostly provided by mandate between those authorities and a small number of citizens with significant sway over the system.