

**Services Offered by Temesa Kilimanjaro and Performance of Selected Procuring Entities
in Moshi Municipality
By
Noela Richard Mtoni**

**Master of Procurement and Supply Management
Moshi Co-Operative University (MoCU)**

Services offered by TEMESA Kilimanjaro is an area that takes huge complains of procuring entities quality of services, employee's competences, delivery time and compliance level of procurement legal framework but high-profile cases continuously hit the news headlines, raising a range of services offered by TEMESA Kilimanjaro. This study analysed the relationship between services quality delivery by TEMESA Kilimanjaro and performance of public procuring entities in Moshi municipality. The study adopted case study research design while simple random technique was used to collect data from 80 respondents from five selected procuring entities (MoCU, TANSROADS, TANESCO, TRA and Mawenzi Referral Hospital) based Moshi municipality. Questionnaire, documentary review and key informants interview guide were the tools of data collection for quantitative and qualitative data respectively. Data were analysed using multiple linear regression and descriptive analysis techniques were used in data analysis through computation of mean, standard deviation and the use of tabulations. The study findings revealed that to a greater extent TEMESA Kilimanjaro offers services as promised to customers as required were quality of services (tangibility sig.0.043, reliability sig. 0.032 and assurance sig.0.024), employees' competences (Yes 58.8% and No 41.3%), delivery time sig. 0.0121level and the compliance level of procurement legal framework sig.0.000 level which were significantly related and associated with organisation performance ($p < 0.05$).The study concluded that TEMESA Kilimanjaro was keeping customers informed about services performance, despite the records keeping and case solving related challenges. The study recommends for more efforts by TEMESA Kilimanjaro to improve services thereby ensuring customers satisfaction. The study particularly stresses on the strengthening of TEMESA Kilimanjaro's staff capacity to the professional level and the strengthening of the technical and technological capabilities including inspection technologies.