

## **The impacts of E-Procurement on cost reduction: a case of Gweru city council**

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### **Abstract**

Many businesses choose to employ information technology to develop and improve their operations. The improvement of public services has also benefited from the usage of information technology. Such efficient information technology in the commercial, public, and private sectors can have good effects in addition to introducing hazards and new vulnerabilities in a fully autonomous system. The purpose of this study was to examine the efficacy of e-government technologies and the obstacles to their efficient use. The study adopted a quantitative research approach and data were collected using questionnaires. The use of e-government has been shown to improve traditional methods of conducting business and providing services while also enabling access to information and services online, reducing the need for rework, increasing transparency and accountability, and encouraging citizen participation. The ineffective use of e-government in local authorities was hampered by a lack of funding, inadequate enabling infrastructure, low ICT literacy levels, and the digital divide, among other factors. In conclusion, e-government and improved service delivery have a positive link, as indicated by the Pearson correlation coefficient of 81,9 percent that was found between the two variables in the research problem.

**Keywords:** E-Procurement, Cost Reduction, service delivery, local government