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AFFECTS OF DISASTER MANAGEMENT STRATEGIES FOR MOBILE TELEPHONE SERVICE PROVIDERS IN KENYA TO ATTAIN BUSINESS CONTINUITY MANAGEMENT BEST PRACTICES

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Abstract

Disaster recovery is associated with broader issues concerning environmental management and long – term sustainability of an organization. It is possible to plan for disaster recovery because it can be foreseen and predicted. The paper is about establishing disasters management strategies for mobile telephone service providers in Kenya which comprises strategies along Recovery systems processes, employee’s safety, organization policies and infrastructure stability. Descriptive research design was used in this research. The population of study consisted of fifty-nine heads of departments taken from the five mobile telephone service providers in Kenya namely; Safaricom Ltd, Airtel Ltd, Equitel services, Communication Authority of Kenya and Telkom Kenya. To sample the population of the study a census approach was used. The mobile telephone service providers gave the primary data. A semi-structured questionnaire for collecting data was used. The questionnaire was pilot tested to establish its reliability and validity. The reliability of the data collection instrument was established through the Cronbach Alpha Coefficient reliability test. Content and construct validity were tested through factor analysis. Data analysis was undertaken using descriptive statistics; mean, standard deviation, frequency distribution and percentages, Multiple linear regressions was used to test the hypothesis, inferential statistics; Regression analysis model of fitness (R²), F-statistics, and associated P- value, regression coefficient were generated for business continuity management best practice to measure the effects of the independent variables. Attainment of BCM Best Practices was established using Gartner Six Level Model.

KEYWORDS.Recovery systems processes, employees safety, organization policies, infrastructure stability

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