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CRITICAL SUCCESS FACTORS FOR IMPLEMENTATION OF INFORMATION COMMUNICATION TECHNOLOGY STRATEGY AMONG NON GOVERNMENTAL ORGANIZATIONS IN KENYA

The study interrogated the critical success factors for implementation of information communication technology strategy among non-governmental organizations in Kenya. Specifically, the study focused on Human Resource, leadership, Information Technology Infrastructure and organization culture as independent variables and implementation of information communication technology strategy as dependent variable. Anchored on the Resource Based view theory, Systems theory, Human Relations theory and Upper Echelons theory, 70 registered NGOs were targeted. A census was adopted for the study and the data was collected through a structured questionnaire. The data was analyzed through descriptive statistics and inferential statistics such as correlation and regression. The findings indicated that that Human Resource, leadership and Information Technology Infrastructure has a positive and significant influence on Implementation of ICT Strategy among NGOs in Kenya. However and organization culture has a positive but not significant influence on Implementation of ICT Strategy among NGOs in Kenya. The study concludes that availability of human resources for instance employees in the organization having high knowledge of IT, high technical expertise, high level of IT skills and a high work experience is associated with high rate of implementation of ICT strategy. Another conclusion is that various leadership attributes like having top management's committment to introduction of new technology by providing funds, employee participation in making organization's key decisions, top management's support to introduction of new technology and the employees leading from the front is associated with high rate of implementation of ICT strategy. It was also concluded that investment in ICT infrastructure ICT hardware, ICT software and having ICT policy is associated with high rate of implementation of ICT strategy. The study also concluded that organizational culture committed to mission and employee trust is associated with high rate of implementation of ICT strategy although that is not critical factor given the other three factors.

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