

ABSTRACT

In today's world, Information Technology (IT) is seen to be a central foundation in organizational activities and the future of higher learning education. Yet many higher learning institutions in Tanzania are experiencing a great fear of implementing IT because of its implementation and maintenance cost. This study is exploring the contribution of IT to work practices in Tanzanian's higher learning institutions with the view to establishing the extent to which IT contributes to work practices and subsequently mitigating the fear of implementing and using IT.

Information Technology includes all hardware parts, software, databases, computer networks and telecommunication networks that facilitate the information flow and communication from one point to another. Respondents strongly agreed that IT contributes to their daily working practices by more than 75% through ease of access to information, data security, simplifying lecturing activities, facilitate organizational activities, simplifying communication, work flexibility, and facilitate collaboration with other institutions. Respondents also accept the use of IT and they recommend that other higher learning institutions should implement and use IT to transform their operations.

Implementation and maintenance costs, systems integration, lack of skilled IT personnel, and challenges of managing cultural changes due to influence of Tanzania culture by foreign culture as a result of globalization, information security, intellectual property rights, fraud, bureaucracy, limited bandwidth that impact on availability of internet, and damage to devices caused by power fluctuation and bad procedures for switching off devices. These are the challenges that face IT in higher learning institutions.

A case study method - Institute of Accountancy Arusha (IAA), together with descriptive research design was used. 50 respondents were obtained through purposive sampling from a population of 193 people. Both qualitative and quantitative data analysis were used in presenting findings. Research validity and ethical issues: security, privacy, and confidentiality of data were also considered. This work is divided into seven chapters, starting with the introduction chapter, literature review, research design, and case study, presentation of findings, critical evaluation, and lastly research summary, recommendation and conclusion. At the end appendixes are attached.