

ABSTRACT

World is observing a rapid growth of usage of Information technology (ICT). In Zanzibar, there is enduring efforts to ensure this emerging technology is hired to support various business functions in both public and private sectors. Various parastatal organisations in Zanzibar are some of these organisations practising ICT for the purpose of facilitating their organisational goals. However, experts of the management of ICT have risen up an inventive concept of IT governance, which is in general expressed as the use of organisational processes to make decisions about how to set up and utilise ICT resources and competencies (Henderson and Venkatraman 1993 cited in Wraikat 2010). The need of IT governance is clear, ensuring invested ICT is compatible and consequential to the organisational goals through strategic implementation of IS/IT strategies. This dissertation report presents findings from the study which aimed to explore the effectiveness of IT governance practices at Zanzibar Social Security Fund on achieving alignment of IS/IT strategy with organisational strategy. Undertaking this study, the author started by intensively reading the relative theoretical and empirical literatures to learn the on-going trend of all elements that contribute to the concepts of IT governance, strategic management and IS/IT strategy. Selection of the case organisation opted for the Zanzibar Social Security Fund (ZSSF) one of the government parastatal in Zanzibar which operates to provide social security administration within isles. Data collection was from both primary and secondary sources, where the sample of this study was 70 respondents out of which a special expert sample of 20 interviewees were selected. The study has learnt the existing IT governance practices within ZSSF and identifies effectiveness and challenges of the prearranged practice sets which by principal it indicated that these practices have a relationship to the alignment of the IS/IT strategy with organisational strategy which implies to corporate performance. Also, the study has revealed that there are more to expect from the effective implementation of IT governance which indicates that there is the need of directing more emphases on awareness and implementation for the better performance supported by the strategic alignment. In conclusion the study recommended to ZSSF that in order to keep IS/IT strategic alignment and to improve the performance of the organisation, it should incorporate IT governance within its corporate governance, to raise awareness and participation, to develop special framework for IT governance, and to have up-to-date ICT strategy.

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