

Abstract

This dissertation is about issues related to the evaluation of the current situation of information technology and information systems strategy with the case study of Tanzania Building Agency (TBA).

This study uses a single case study approach in two phases. The first phase involves literature search to acquire understanding of management information systems and IS/IT strategies in the organizations. The second phase involves the primary data collection at TBA where the researcher is working.

Through analysis of findings it was revealed that most of the systems acquired in these organizations are not linked with the business strategies in the organization. As such there is no IS/IT strategy in place to support the business strategies in the organization. The systems are acquired through directives from executives without participation from managers who are supervising the activities.

On the other hand, few benefits of information systems available at TBA were mentioned as compared to problems arising from using those systems. The major problem mentioned by all respondents was lack of capabilities for data exchange between departments in the organization as well as with suppliers and customers of the organization. Moreover, these systems do not provide enough output to allow managers to make meaningful decision.

From the above findings, this study recommends that TBA should make sure that it has an IS/IT strategy in place to support the business objectives and operations in the organization. The development of this business strategy should involve all stakeholders in the organization as it will have impact in the way they are going to use information systems to support business objectives and operations. Moreover TBA management should try to integrate their systems so as the data exchange can easily take place. This will allow managers to have important information at the finger tips and thus make decisions. Finally, the study recommends that acquisition of information systems should start at the departmental level where there are actual users of the information systems. This will allow users to provide requirements of the system they need instead of leaving top managers who may not use the system to recommend the system.