

ABSTRACT

Information Technology has become a powerful driving force in today's business development. The advent of computer Technology has been playing the great role in impacting organisations effectiveness in the past few years. IT has brought changes to the way people live. The advent of IT has changed the business operations and now the word IT has become the slogan for the modern business today. In today's world of increased technology, information technology (IT) has become the vital part in industries, businesses, organizations, government, and non-governmental organisations, Shaukat *et al* (2008).

The role of every information system is to improve the business environment and gain competitive advantage. To effectively use information technology organisation has to align their business strategies with IT systems so as to make better implementation of IT resources to meet business demands. Despite the high cost of implementation and maintenance IT provides several benefits to the business such as increasing productivity, improving quality of work life as well as improving service delivery.

The main objective of this study was to explore the influence of IT in business process improvement in an organisation, whereby World vision Tanzania was chosen as a case study area where data were collected through the use of questionnaires, interviews as well as observations.

This study adopts qualitative and quantitative research methods for the purpose of getting the relevant data on the study with the use of multiple data collection procedures.

Several literatures were reviewed so as to explore other related studies conducted on the field.

The findings from the study indicated that IT plays an important role in the business process improvement by bringing in several benefits which are of great impact to business operations, such as improved decision making, easy of communication, technological advancement as well as reduce cost of business operations.

Additionally it was revealed that among the challenges that face organisation in implementations of IT systems is the cost of implementation and maintenance, this is due to the high cost of acquiring hardware facilities and software systems.

A case study approach was used whereas World vision Tanzania was chosen as an area for conducting the study, both qualitative and quantitative research method was used so as to allow triangulation through different data collection tools.

