

ABSTRACT

Higher learning institutions are organization which transfers certain knowledge to the community, society, nation or world at large. To ensure efficiency and quality delivery of service it requires well-established infrastructures to achieve the objectives intended. A number of infrastructures can be applied whereas IT infrastructures' cannot be exempted. IT has great contribution to the organization performance throughout the world. To ensure that, higher learning institutions in Tanzania need to adapt the use of IT infrastructures on their business processes so as to enable them adopt the global change.

The thesis assess the impact of IT infrastructure in business processes for higher learning institutions in Tanzania. On the way to explore the importance of the study a case study methodology was employed at KCMUCo. It was a descriptive type with qualitative analysis approach were questionnaires and semi structured interview was used as a primary data collection instruments from the sample population which consisted of employees from KCMUCo. The population targeted was 50 respondents but only 40 respondents gave a response. Data obtained was analyzed using statistical packages.

The study revealed one of the big influential factors on implementing IT infrastructure alignment in KCMUCo was their ability to collaboration with outside organization like MEPI which resulted to a change on learning culture hence influence changes on administrative activities, while on other hand the IT infrastructure had been of great importance as reveled through the study. The study reached to an understanding that to completely integrate full IT infrastructure on business processes to most of organization will take longtime due to some external challenges. Thus in light of the findings of this study, the researcher gives her recommendations for the purpose of trying to enhance the overall implementation of IT infrastructure on business processes in higher learning institutions and to give more room for further studies.

Therefore the study recommends that the Tanzanian HLEs have to align IT infrastructure on their business processes. The universities should adopt culture and organization structure that allow change management in an organization so as to allow the implementation of IT infrastructures.

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