

ABSTRACT

This study aimed at assessing the impact of disaster recovery plan (DRP) in enhancing banking business. In today's business there is always uncertainty of survival of the business operation due to many risks involved. In banking industry there are so many risks involved these include but not limited to fraud, virus vandalism, sabotage, electric outage and earthquake. Due to various risks involved there is a need for the bank to have the plan in order to mitigate those risks.

Planning for disaster is a smart choice for anyone who needs to protect the banks valuable assets. Disaster recovery plan is a plan that includes the process and procedures that will guide the bank in recovering business operation infrastructures. This study provided in-depth details of benefits on which a bank will get by having a feasible DRP that includes the ability of the bank to recovery its critical operations without suffering any loss of data.

Mufindi Community Bank was chosen as the case study also in this case study interviews, direct observations and documentary reviews was conducted to examine and address issues concerning the impacts of DRP in enhancing banking business. The study population consisted of 31 respondents including every department of MuCoBa and management staffs who were interviewed. Data obtained from the above population was analysed appropriately.

The study revealed in general partial implementation and management of the DRP, main problems have been addressed as they come from the DRP policy itself while other problems are coming from the management and practice of DRP.

Furthermore the recommendation was made on the on how DRP can be implemented followed by the best practice on the management of DRP. Lastly the study has recommended appropriate models on which MuCoBa can adopt in order to be in a better position of preparing the bank for any unpredicted catastrophes.

