Information systems implementation in state corporations

Abstract:

Parastatals in Kenya are adopting Information and Communication Technology as a tool to improve transparency, efficiency and effectiveness in service delivery, through implementation of information systems (ISs). Whereas parastatals have adopted several practices in the implementation of ISs, a number of challenges may arise during implementation thus, making them not to realise the envisioned benefits. The main objective of the study was to establish the practice of ISs implementation and to determine the challenges faced by state parastatals in ISs implementation. This study therefore adopted a survey design methodology because the researcher intended to collect cross sectional data on ISs practice and implementation challenges in Kenyan parastatals. The main instrument for data collection was a structured questionnaire which was administered to IT officers in state parastatal, targeting 50% of the total population through judgmental sampling. The Drop-and-Pick later approach was used to collect the questionnaire. Out of the 65 questionnaires distributed, 53 were filled and returned giving a response rate of 82%. The research questions were systematically generated from the objectives. The data collected was, cleaned, coded and analysed with the aid of SPSS package. Descriptive statistics and factor analysis were used to help in drawing comparisons and conclusions. It was assumed in data analysis that the results obtained were quite a representative for the general population. The findings of the practice of ISs implementation in Kenyan state parastatals indicate that most state parastatals have adopted several practices in their ISS implementation. In addition, the findings show that there is lack of detailed risk log and risk management procedures which are fundamental for successful ISs implementation. The study further, found that the following challenges are faced by Kenyan state parastatals in ISs implementation. These include the challenge of; process and structure, procurement and communication, information systems design and people management, corruption, technical and systems tuning. The study findings drew the following conclusion, state parastatal have adopted several practices of ISs development and implementation. Whereas some of the practices are good, some of the practices are the basis of the challenges faced by state parastatals in ISs implementation. As observed in the literature the challenges tend to compare heavily with literature, but fall on process, people and ISs management aspects. These can be addressed by embracing recognized ISs implementation standards, reducing bureaucracies and transparent in ISs procurement. In addition, there is need for the management to hire qualified IT staff to spearhead automation activities