

**IMPACT OF INTEGRATED MANAGEMENT INFORMATION SYSTEMS  
ON SERVICE LEVEL IN NON-GOVERNMENTAL ORGANIZATIONS IN  
MOGADISHU SOMALIA**

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## ABSTRACT

The research aimed at investigating the impact of integrated management information systems on service level in non-governmental organizations in Mogadishu Somalia. The objectives in this case included: determining the impact on confidentiality as a result of integrated management information systems at the NGOs in Mogadishu, determining the impact on Integrity as a result of integrated management information systems at the NGOs in Mogadishu, determining the availability of the integrated management information systems at the NGOs in Mogadishu, determining how accessible the integrated management information systems are at the NGOs in Mogadishu.

Literature review was done on the relevant areas of information system and its relevance when integrated in the business environment. This study targeted to 50 NGOs which are using the integrated systems respondents in collecting data with regard to the impact of integrated management information systems on service level in non-governmental organizations in Mogadishu Somalia.

The regression equation has established that holding the influencing factors (confidentiality, integrity, availability and accessibility of the system) constant, factors affecting service level in Non-Governmental Organizations in Mogadishu-Somalia will be 0.116. This infers that IMIS confidentiality influences the service level in Non-Governmental Organizations in Mogadishu- Somalia most followed by IMIS availability, IMIS integrity and then IMIS accessibility. The study also established a significant relationship between service level in Non-Governmental Organizations in Mogadishu- Somalia and the independent variables; confidentiality, integrity, availability and accessibility as shown by the p values.

Conclusions made in this case suggest that there is great impact of integrated management information systems on service level in non-governmental organizations. However, the researcher advises the relevant bodies to carry out research on areas such as of state corporations and cooperative unions to get a better understanding of the situation.