IMPACT OF INFORMATION AND COMMUNICATION TECHNOLOGY ON COMMERCIAL BANKS IN KENYA

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DECLARATION

This project is my original work and has not been submitted in any other institution.

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20/08/2009

This project has been submitted for examination purpose with my approval as a university supervisor.

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27/08/09
ABSTRACT

Information and Communication Technologies (ICT) is regarded to be one powerful tool for socio-economic development. Effective ICT utilization, appropriate applications, and individually tailored solutions create cross-sectoral opportunities and, thus, ICT plays a substantial role to address a number of goals on the development agenda and also to increase the firm’s competitiveness.

The objectives of the study were to establish the extent to which commercial banks in Kenya are using Information, Communication Technology, to find out the impact of ICT adoption in commercial banks and to establish the challenges facing commercial banks in adopting ICT.

The study adopted descriptive research design and targeted 30 employees of commercial banks in Kenya. Primary data was collected using structured questionnaires. Data was analysed using SPSS and Microsoft excel and presented using tables and charts.

From the findings, the researcher found that the use of ICT in the banking sector has a great impact in the quality of the services delivered. This is because by the use of ICT in the banks, the quality of the services improves, the output of the services also improves to a high level, the quality of customer service also improves to a great extent and also there is safety in carrying out banking transactions.