A survey on the impact of Information Communication Technology in Supply Chain on Nairobi supermarkets.

Presented

By

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DECLARATION

This research proposal is my original work and has not been submitted for a Diploma/Degree award in any other university.

Signed............................ Date: 19th June 2014
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This research proposal has been submitted for examination with my approval as university supervisor.

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ABSTRACT

Nowadays, people have no doubt about the profound impacts of information and communications technologies (ICT) on their social life and the economic structure of their country. Whether the impact of ICT application is big or small, the final result will depend upon the environment in which ICTs are applied and the attitudes of the authorities who implement them. The real challenge is how to make use of internet and other ICTs to ensure that their potentials are used to create better economic opportunities and to reduce poverty. There is no doubt that, when used in a productive sphere, ICTs are most likely to improve the living standard of people, by affecting different business and service sectors.

Firms in any business and sector benefit from the positives impacts of ICT application and also may be unable to make a complete use of ICTs due to certain barriers. There is no doubt that knowing the probable impacts of ICTs application by firms and the barriers to be faced, will encourage firms to invest more on ecommerce and ICTs application and lift the probable obstacles which may exist before them. The aim of the research is, therefore, to know the benefits of ICTs application by the selected supermarkets in Nairobi, Kenya and their supply chain partners and the barriers they may face in complete ICT application.

To do this research, the available literature was reviewed focusing on an exploratory research, and based on the three research questions, questionnaires I prepared. Both open and close ended questions were used to answer questions to be asked.