

**SOFTWARE IMPLEMENTATION FACTORS AND SYSTEM FAILURES IN  
RWANDA**

**A Case Study of Rwanda Biomedical Center (RBC)**

**UWIRINGIYIMANA INNOCENT**

**MIS/0001/11**

**A Research Project Submitted in Partial Fulfilment for the Degree of Master  
of Information Science of Mount Kenya University**

**OCTOBER 2013**

## ABSTRACT

The study of software implementation factors and system failures contributed to find out the causes of software failure in Rwanda. One institution of Rwanda Biomedical Center was selected where MACS software failed and it was considered as case study where data have been collected and produced to show the causes and the report review of MACS software failure. The study presented background of the study where historical, theoretical review on the causes of software failures. The study presented the beneficiary areas of this research such as academics, policy makers, nation, East African community, International and Rwanda Biomedical Center. The research was carried out using survey, descriptive and explanatory design to investigate the software implementation factors and the causes of system failures due to MACS software failure in Rwanda biomedical Center as case study. The primary data was collected using questionnaires. The questionnaires were in English after realizing that the concerned information provider understood English, questionnaires included Likert scale designed and then both opened and closed questions were used. Another method used was observation where researcher observed and took a conclusion. The secondary data have been done with help of documentation review, in this context research design was done under which the population was targeted, from the targeted population total population has been found where solven's equation used to get the sample size. The objectives of the study were formulated in which research questions have been retrieved from with their answers, data analysis have been done statistically with help of computer tools, the expected plan timeline was from December 2012 up to July 2013. The findings of research indicated factors that caused MACS software to fail in Rwanda Biomedical Center and the ways to use for having MACS software working properly into this institution, the findings were good resources for software implementers factors in RBC and around the world due to good understanding of the causes of its failures.