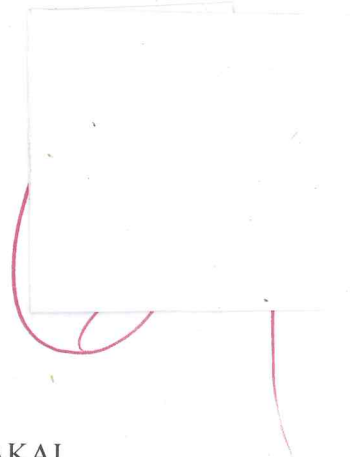


CHALLENGES FACING ADOPTION OF INFORMATION COMMUNICATION
TECHNOLOGY IN SUPPLY CHAIN MANAGEMENT: A CASE STUDY OF KENYA
WILDLIFE SERVICE



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ABSTRACT

The main purpose of the study was to explore various challenges that Kenya Wildlife is facing in the adoption of ICT in its supply chain management. The study specific objectives were to establish the ICT tolls utilized by KWS in its supply chain operations and determine the effect of ICT infrastructure low ICT literacy, employee resistance, unavailability of professional workforce and lack of top management commitment on the adoption of ICT in supply chain management at KWS. The findings of this study may be of value to the government and management of Kenya wildlife service. The findings and recommendations of the study may help in ironing out the challenges facing adoption of ICT and its use not only at KWS but also in other public sector organizations. The study was carried out in the KWS's offices between January and April 2014. The challenges to be focused on included, availability of ICT infrastructure, Employee resistance, top management commitment and lack of professionals. This was a descriptive. The target population for this study consisted of a total of 200 employees from the KWS working in the in the Head office in Nairobi. The study utilized stratified sampling technique to select 30% of the respondents for the study. This gave a total of 60 respondents. The study utilized primary data .The data was collected using questionnaires. The data was analyzed by use of descriptive statistical tools that included frequency tables and percentages. Qualitative data was then be transcribed and organized into similar topics and presented in form of tabular interpretive reports. Quantitative data was analyzed using percentages and presented using tables. The study revealed that In KWS utilizes enterprise resource planning in its supply chain management operations and that lack of ICT professionals; inadequate support from the top management, employee resistance, Inadequate ICT and Lack of adequate ICT infrastructure is a challenge in the adoption of ICT in supply chain management in KWS. It was concluded that ICT adoption at KWS is faced with a myriad of challenges .The study recommends that KWS undertakes employee training on ICT and hire more IT professionals. The study recommends that further study be conducted on the Strategies by KWS to enhance use of ICT in its operations