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COURSE: BUSINESS ADMINISTRATION

TOPIC TITLE: INFLUENCE OF CLOUD COMPUTING ADAPTION ON ORGANIZATION PERFORMANCE: A CASE STUDY OF SELECTED COMMERCIAL BANKS IN ILALA MUNICIPALITY

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ABSTRACT:

This study focuses on the influence of cloud computing adaption on organization performance, a case study in selected banks in Dar es Salaam region in Tanzania. The objectives were to assess how cloud computing can increase efficiency in bank operations to examine the effectiveness of cloud computing towards customer satisfaction in bank operations and to identify the challenges and opportunities encountering banks in while using cloud computing services. A sample of 70 was drawn from the population. The study employed simple random and purposive sampling techniques. Data collection method was questionnaire. Data were analyzed using both qualitative and quantitative techniques. Frequencies and percentages were computed as descriptive analysis. Multiple regressions were applied and the statistical package for social science (SPSS) was used to facilitate data analysis. The study found Cloud computing reduces the cost of IT while also allowing for greater flexibility in terms of huge capacity-on-demand and improved dependability. The range and scale of Cloud applications are bound to grow enormously, even as resource intensive applications can be within the reach of a number of Small and Medium Sized Businesses, Educational and Research organizations, due to the lack of large capital expenditure and the need for highly skilled IT professionals to build and manage the infrastructure. The continual vigilance and costs needed to protect against viruses and other types of malwares and spyware will become obsolete. The costs associated with the big workforce and concerns about the maintenance of hardware and software from physical and other types of wear and tear will be greatly reduced.