

Evaluating the Role of Information and Communication Technology (ICT) Support towards Processes of Management in Institutions of Higher Learning
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Abstract— The role of Information and Communication Technology in achieving organization's strategic development goals has been an area of constant debate, and as well perceived in different management dimensions. Most universities are therefore employing it (ICT) as a tool for competitive advantage to support the accomplishment of their objectives. Universities are also known to have branches or campuses that need strong and steady strategic plans to facilitate their steady expansion and growth. Besides, production of quality services from the various levels of management in these universities requires quality strategic plans and decisions. In addition, to realize the steady growth and competitive advantage, ICT not only has to be an additive but a critical component towards supporting management processes in the universities. This research sought to determine the role of ICT in supporting management processes in institutions of higher learning in Kenya. The research investigated how the different levels of management used ICT in their management processes and whether the use had any effect on management processes. The research further made recommendations to the universities on better use of ICTs in their management processes. A public university in Kenya was used as a case study in this research.

Keywords- *ICT; Competitive advantage; Strategic management; Data.*