

# ZIE RESEARCH CONFERENCE

CARRIBEAN BAY

5-9 SEPT 2017

Assessing the effect of ICTs on operations of  
Transport and logistics companies in Zimbabwe-A  
case of ten haulage trucks in Harare.

PREPARED BY: C.DHEWA

HARARE POLYTECHNIC

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# INTRODUCTION

- ❑ There is a rapid development in the use of ICT in organizations. ICT plays a crucial role in the present knowledge based economy hence, organizations tend to rely heavily on ICT solutions in order to develop and grow their businesses (Young, 2010). The revolution in the use of ICT has profound implications for economic and social development and has pervaded every aspect of human life (Shanker, 2013).
- ❑ Spanos et al (2013) state that buyers and sellers are able to share information and transfer goods across national borders with the use of ICT, which helps to increase access to global supply chains.

# BACKGROUND OF THE STUDY

- ❑ The use of ICT is widespread and regarded as an essential tool for the efficient administration of any organization and in the delivery of services to clients. ICTs are being integrated into procedures, structures, and products throughout businesses, governments, and communities.
- ❑ The use of ICT increases the supply of information as ICT plays a key role in information sharing and dissemination. ICT removes distance and time constraint in accessing required information flows. ICT also reduces the cost of production as knowledge is produced, transmitted, accessed and shared at the minimum cost. There is a reduction in the degree of inefficiencies and uncertainty with the use of ICT because it enables businesses to interact more efficiently (Buhalis, 2003).

# OBJECTIVES

- ❑ To establish the driving forces for ICTs adoption by Transport and logistics companies in Zimbabwe.
- ❑ To examine the effects that have been noticed due to the adoption of ICTs by Transport and logistics companies in Zimbabwe.
- ❑ To determine the problems that were encountered by Transport and logistics companies in the adoption of ICTs.
- ❑ To establish recommendations that can be given to enhance an increase in the adoption of ICTs by Transport and logistics companies in Zimbabwe

# LITERATURE REVIEW( ICTs)

- ❑ ICT can be defined as technologies that enable recording, processing, retrieving and the transmission of information or data.
- ❑ Auker, K. (2009) describe ICT as technologies that support the communication and co-operation of “human beings and their organizations” and the “creation and exchange of knowledge.
- ❑ Furthermore, Yu (2010) considers ICT as a range of technologies that allow the gathering, exchange, retrieval, processing, analysis and transmission of information.

# METHODOLOGY

- ❑ The case study method was deemed appropriate since the aim of the paper was to broaden our understanding on the effect of ICTs in Transport and logistics companies.
- ❑ Data was gathered through questionnaires, semi-structured interviews, review of company documents and observations.
- ❑ The case study was covering ten Transport and logistics companies.
- ❑ Data collected during the interviews and questionnaires were sorted, coded and categorized into themes.



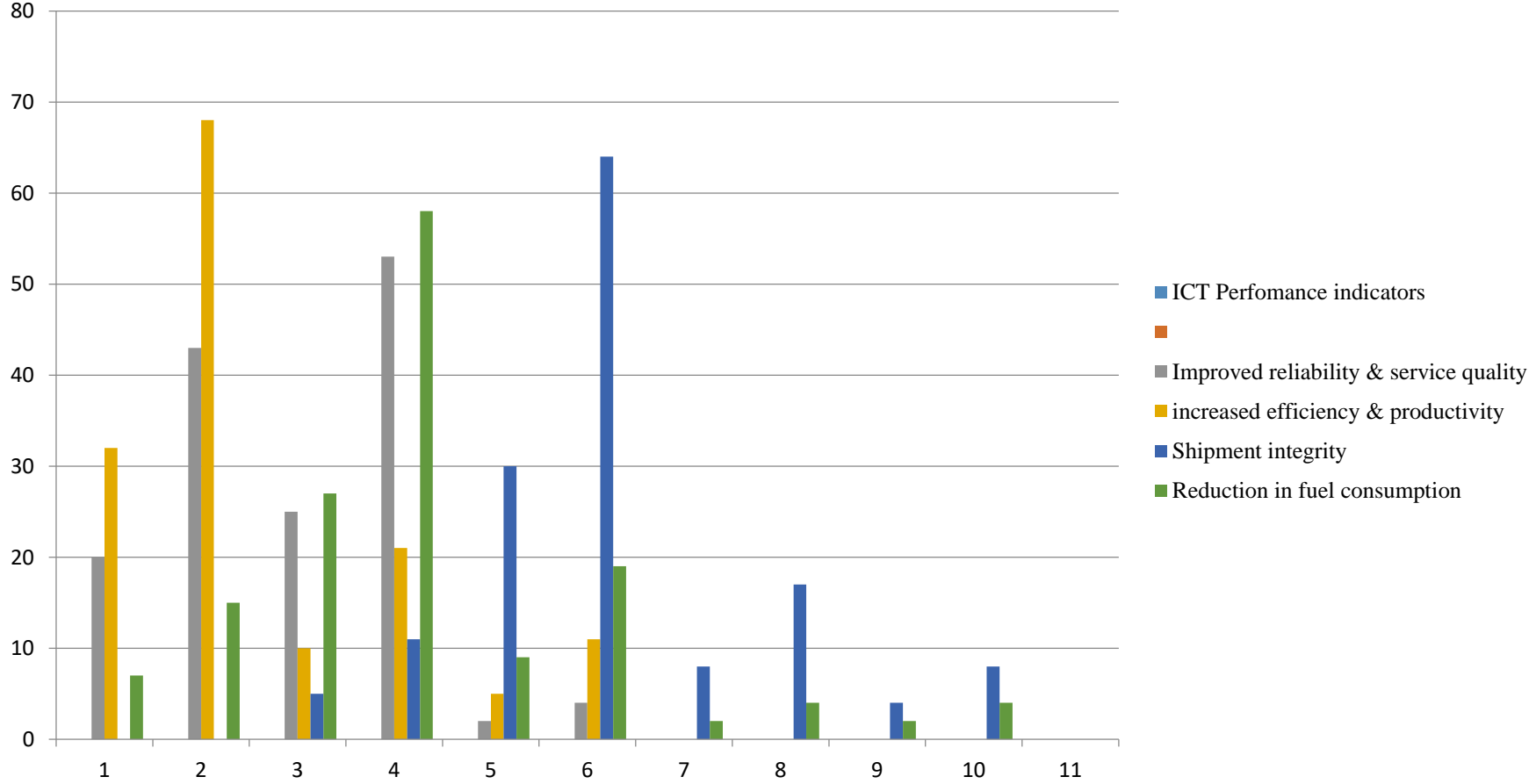
# DISCUSSION OF FINDINGS

- ❑ The driving factors of ICT adoption by Transport and logistics companies in Zimbabwe
- ❑ The effects that have been noticed due to the adoption of ICTs by Transport and logistics companies in Zimbabwe
- ❑ The problems that were encountered by transport and logistics companies in the adoption of ICTs.
- ❑ Recommendations on ICT adoption by transport and logistics companies as a percentage

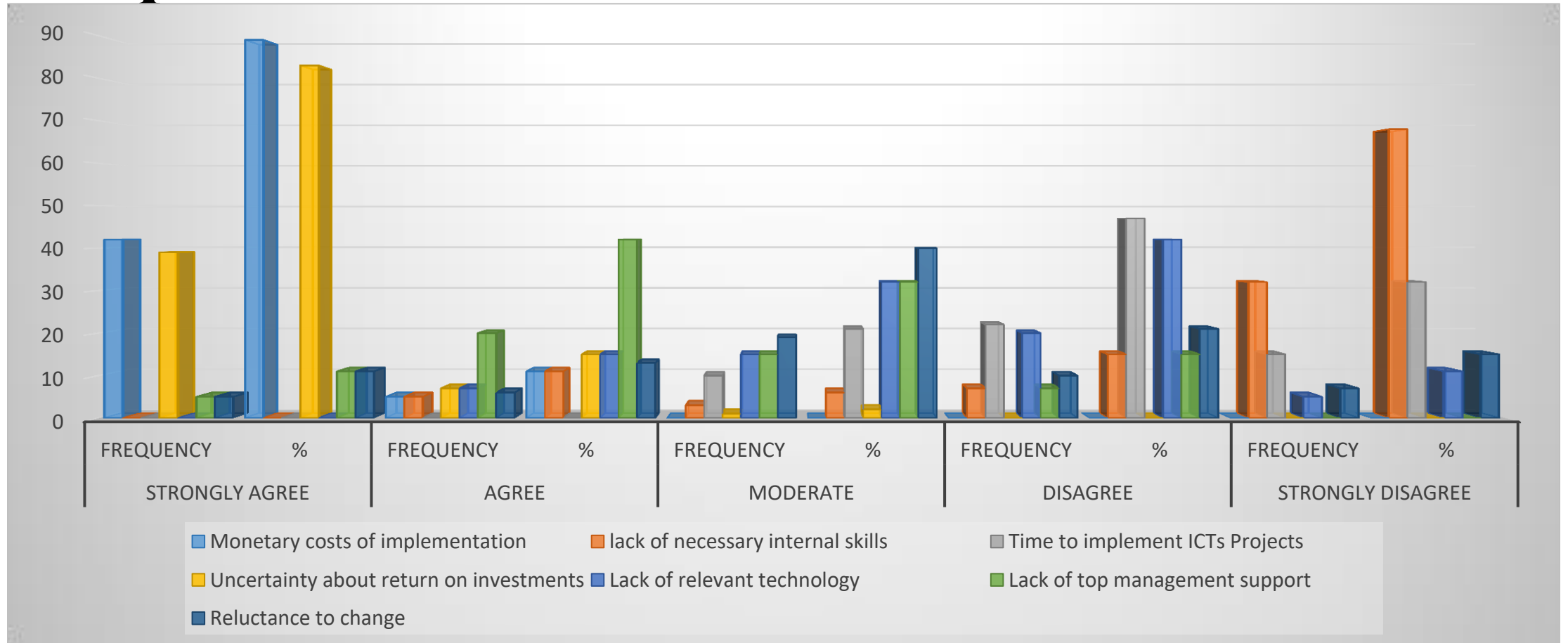
# 1. The driving factors of ICT adoption by Transport and logistics companies in Zimbabwe

Reason	Strongly agree	Agree	Moderate	Disagree	Strongly disagree	Total
Driver behaviour	9	1	0	0	0	10
Increase in operation costs	5	3	2	0	0	10
Environmental factors	2	5	1	2	0	10
Increase in fuel costs	5	3	2	0	0	10
Customer services	5	5	0	0	0	10
Government regulations	0	5	0	2	3	10

# 2. Effects of ICTs in Transport and logistics companies as a percentage



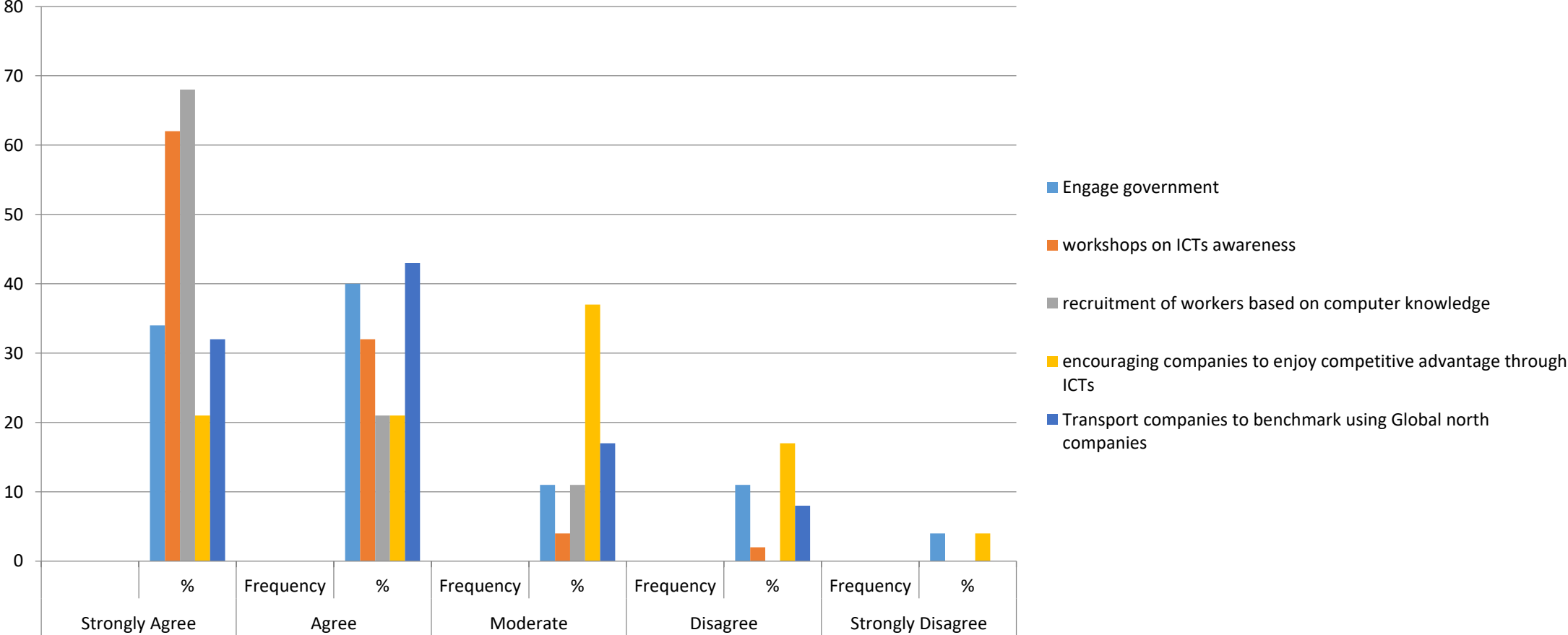
# 3. The problems that were encountered by Transport and logistics companies in the adoption of ICTs.



# CONCLUSION

- ❑ Driver behaviour, customer services, increase in operations costs, and increase in fuel costs are the major driving forces behind companies to adopt ICTs. Environmental factors are also a driving factor behind companies adopting ICTs.
- ❑ Improved reliability and service quality, increased efficiency and productivity, reduction in fuel consumption proved to be the effects of ICTs adoption. Shipment integrity, was least regarded as an effect of ICTs adoption by Zimbabwean Transport and logistics companies.
- ❑ Companies faced problems of monetary costs of implementation, uncertainty about return on investment, reluctance to change, lack of top management support/ direction/ planning, lack of relevant skills and lack of relevant technology in adopting ICTs.

# 4. Recommendations on ICT adoption by transport and logistics companies as a percentage



# RECOMMENDATIONS( cont...d)

- ❑ Transport and logistics companies that have not embraced ICTs are encouraged to observe the benefits of ICTs as revealed by their counter parts if they are to compete internationally.
- ❑ The ministry of transport and infrastructural development should work hand in hand with the ministry of ICTs in capacitating transport and logistics companies and also come up with favourable policy frame works that would ensure adoption and implementation of ICTs such that these local transport and logistics operators will benefit from the use of ICTs.
- ❑ There is also need for Transport and logistics companies to recruit workers basing on computer knowledge.
- ❑ Transport and logistics companies should be encouraged to enjoy competitive advantage through adoption of ICTs and benchmarking using transport and logistics companies from the Global north, all these could be used as better recommendations to transport and logistics companies in Zimbabwe to adopt ICTs.

# **END OF PRESENTATION**

THANK YOU

TATENDA

TWALUMBA

SIYABONGA