

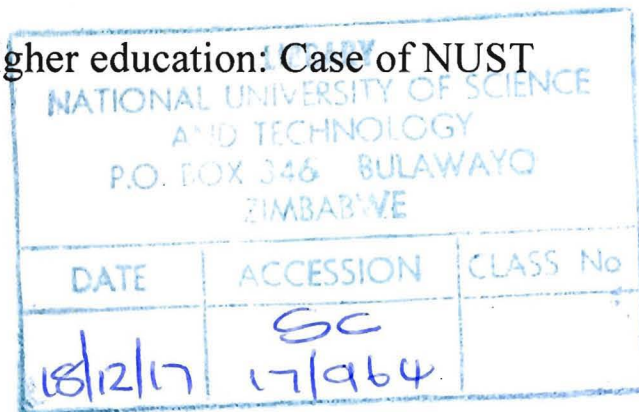


NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF APPLIED SCIENCES

DEPARTMENT OF COMPUTER SCIENCE

Title: Investigating students' involvement in ICT policy
implementation in higher education: Case of NUST



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Abstract

The area of study for this study is Policy implementation, focusing on students' involvement in Information and Communications Technology (ICT) policy implementation in higher education. This research seeks to establish if students are involved or adequately represented during the process of ICT policy implementation at National University of Science and Technology (NUST), hoping to assess of the effect of involving students in the policy implementation on their ICT services satisfaction. This study is strongly underpinned on the practice of user engagement theory called Communicative action theory by J. Habermas, it also uses Open decision framework and Sherry Arnstein's ladder of participation analytical tools. Because there is no objective reality about the phenomenon of interest, the interpretivism paradigm was followed. Both qualitative and quantitative data collection and analysis methods were used. The findings from questionnaire responses, interviews and documents analysed show that there is no proper representation of students in policy implementation processes largely due to poor communication structures between students and the University's authorities, this left students unsatisfied with ICT policy implementation at NUST. The study recommends that institutions of higher learning should inform, consult, involve and collaborate with students in ICT policy implementation.