

Influence of ICT Capacity on Effective Utilization of ICT to Improve Organizational Performance of Learning Institutions: A Literature Review

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Abstract

Governments and ICT integration advocates tend to seek infrastructural investments as a panacea for the ICT needs for learning institutions, without proper plans on how they will be utilized and without clear understanding existing capacity deficits that will affect its successful implementation. The mere focus of most studies on availability of technology and what students learn through the technology has left a gap in understanding on the capacity requirements that will ensure effective utilization of the technology in order to improve the quality of educational processes in learning institutions. ICT capacity has been of particular focus by scholars in understanding the influence of teacher characteristics and capabilities on effective utilization of ICT to realize its full potential in improving efficiency and effectiveness of management, teaching and learning processes in learning institutions. This review summarizes the relevant research on the influence of ICT capacity on effective utilization of ICT to improve organizational performance of learning institutions. Specifically, the review summarizes the relevant research on teachers' characteristics and ICT capacity and its effect on organizational performance in learning institutions. The review also discusses gaps in the literature, directions for future studies to breach the gaps and the research implications on scholars and policy makers in educational technology.

Keywords: Application Software, E-learning, ICT Capacity, ICT Hardware, ICT Infrastructure, ICT integration, ICT use, Organizational Performance

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