

**IMPLEMENTATION OF DATA WAREHOUSING IN  
TELECOMMUNICATION COMPANIES IN RWANDA  
A Survey of MTN in Gasabo District and Tigo in Nyarugenge District**

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## ABSTRACT

The study was to investigate the factors that have contributed to the successful implementation of data warehouse at selected telecommunication companies in Rwanda (MTN and Tigo) using data collected from their head offices at Kigali. The data warehousing was assessed to find out how it contributes to Telecommunication Company to overcome issues raised with operation systems. The study presented the theoretical review related to the key words of the study such as theoretical review on implementation factors etc. The research was carried out using survey, in the academic field and to policy makers. The research was carried out using survey, descriptive and explanatory design. As far as methodology was concerned, the qualitative and quantitative approaches were used. The primary data was collected using questionnaires. In collecting secondary data, the documentation review method was used. The targeted population was sampled using purposive method. The study objectives were attained and the questions to the study were answered. The analysis was treated statistically and used on computer tools and the plan timeline expectation from 2001 up 2013. The finding from the survey indicated the sixteen factors for successful implementation and the bottom up design as implementation technique of data warehousing in MTN and Tigo. Upon this, the finding showed the very high level of contribution of data warehousing to MTN and high level of contribution of data warehousing to Tigo. This high significance contribution implies the extent for which data warehousing are contributing in selected telecommunication companies. The recommendations derived from the findings addressed data warehousing managers of MTN and Tigo Rwanda, and government institutions. The selected telecommunication companies should continue to use data warehousing in their operations. The success of data warehousing is a process which also requires the performance improvement through well management and maintenance.