

ABSTRACT

The researcher focused on the Business Intelligence Practices and Learning Organization in Public Institution, taking as National University of Rwanda. The objectives of the study were to examine practices of business intelligence in public institutions in Rwanda. To assess the extent to which effective business intelligence can improve the performance of public enterprises (NUR) to identify the effective business intelligence in improving the performance and better communication in public institution in Rwanda, purpose the solution that can be appropriate for effective business intelligence in improving greater decision made by public institutions in Rwanda.

The researcher revealed the existing literature related to the study. In the framework to achieve the study objectives, both Primary and secondary data were collected. Study adopted qualitative approach. Both random and stratified sampling technique were used to obtain a sample of 400 respondents from a total population of 975 Williams and Cecil technique of determining sample size for research activities. Findings indicated that effectiveness of business intelligence leads to greater decision making and to the attainment of goal by public institutions. Basing on the results of the findings it was discovered that decision made in NUR is centralized which is not good to a public institution and this is due to lack of business intelligence use.

To improve performance of NUR and the efficiency of information in NUR, the study recommended that NUR should build a data warehouse which its employees will access information about decision made by senior management so that they can analyze them and retrieve those which can be used. Also NUR need a staff called Chief Knowledge Officer (CKO) who will help to enhance employee's knowledge in different ways and try to build a sharing culture and communication in its employees. This will increase the performance of the NUR and the appropriate decisions. In this context, the NUR should create a Data Management unit which will be headed by Chief Knowledge Officer (CKO) and composed by: Data collectors, Data Entry Officers, Data Verifiers.