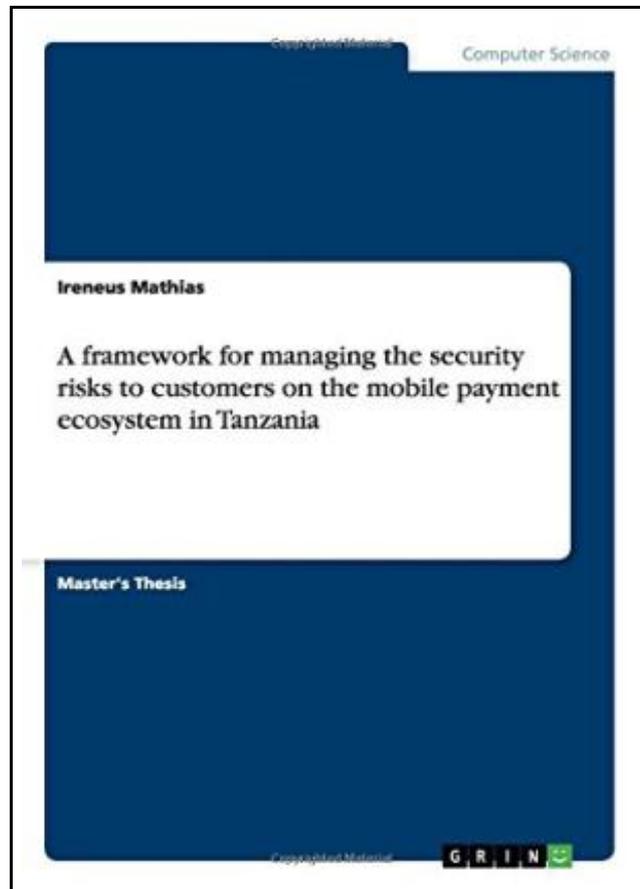


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A FRAMEWORK FOR MANAGING THE SECURITY RISKS TO CUSTOMERS ON THE MOBILE PAYMENT ECOSYSTEM IN TANZANIA

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GRIN Verlag Nov 2015, 2015. Taschenbuch. Book Condition: Neu. 211x151x8 mm. Neuware - Master's Thesis from the year 2015 in the subject Computer Science - IT-Security, , course: Information Technology, language: English, abstract: The trend of mobile payment businesses in Tanzania is steadily growing with the potential to revolutionize cash dominant economy to cashless which remarks the growing of financial inclusion in the country. However, that development brings many issues regarding customer security in Tanzania due to insufficient knowledge of users, poor information delivery channels, lack of appropriate legal infrastructure and inappropriate security properties. This study intended to propose a framework for addressing the potential security risks to customers on the mobile payments in Tanzania. In fulfilling that objective, the study explored the potential security risks to customers; the roles of the mobile payments stakeholders in securing customers; the legal gaps in customer security; the liability for securing customers and lastly proposed a framework for managing the security risks to customers on the mobile payment. The research was a case study of the potential security risks to customers on the mobile payments in Tanzania and used exploratory and descriptive approaches to enable familiarization of the potential security risks to customers on the mobile payments in Tanzania and better data analysis. The study employed purposive sampling technique to draw a sample and used a structured questionnaire to collect data. Data were captured by using SPSS and analyzed with MS Excel. Both qualitative and quantitative research approaches were used for better interpretation and presentation of findings. By synthesizing the literature review and empirical findings, this thesis has proposed a framework for managing security risks to customers on mobile payments in Tanzania. The core elements of this framework include collaboration of stakeholders, risk management program, customer awareness program and legal and policy reforms. This study...



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